

PLAIN TALKS

November 1988

Volume 67 Number 9

A full-page photograph showing a man in the foreground wearing a yellow protective suit, a white helmet with a headlamp, and black gloves. He is smiling and working on a large, complex industrial structure, possibly a ship's hull or a large machine. In the background, three other people are standing on a platform, observing the work. The scene is brightly lit, suggesting an outdoor or well-lit industrial environment.

A WEEK
IN THE LIFE
OF GULF STATES

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Number 9

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Lloyd Stuart, utility foreman-line, The Woodlands, prepares a pole to be used in a primary line. (Photo by Sherry Overbeck, district service representative, The Woodlands.)

On the cover, Roger Forte, serviceman-1st class, Gonzales, installs insulators on a crossarm on Main Street (Highway 22). Kenny Braud, lineman-1st class, shot the cover photo.

PLAIN TALKS

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Employees who change residences or offices should fill out company mailing-address-forms (GSU0012-00-81) and return them to the mailroom in the Edison Plaza. GSU publications, departmental mailings and other company information are not automatically forwarded; addresses must be corrected when employees move.



A WEEK IN THE LIFE OF GULF STATES

"Pick a week ... any week ... and let's focus on the people of Gulf States and the work they do, day in and day out.

That was the idea for this issue — A WEEK IN THE LIFE OF GULF STATES.

The week of Sept. 12-16 was chosen; word went out to PLAIN TALKS correspondents, together with an extra supply of film; and we set about to chronicle through the eyes and hands of Gulf Staters what took place during the "week that was."

The first part of the week, business took place as usual. Then an unwelcome visitor rampaged across the Caribbean and the Gulf of Mexico — Hurricane Gilbert. Gulf Staters made preparations for the likelihood that Gilbert could strike our service area. Storm plan in place, we breathed a sigh of relief by the end of the week as Gilbert passed us by.

On these pages you will see some of the people and some of the work that took place during that week in autumn. The people are typical of all of us — good folks,

carrying out important responsibilities to keep the lights on and serve our customers.

Walter Rhorer (below) and Gene Worthy (above), both lineman-1st class, Baton Rouge, work on a new transformer bank. (Photo by Joe Reine, substation mechanic-1st class.)

BATON ROUGE DIVISION

NORTH BOULEVARD by Lisa Didier



Above, Dempsey Raymond, stenographer-senior, inserts envelopes for the Marketing Department.



Above right, Robert Smith, consumer service representative-senior, goes through Good Cents Home reports for a customer.

Center, George Davis, special investigator, makes a list while, **(far center),** Jean Webb, legal stenographer, checks it twice.



Bottom left, Sheldon Johnson, senior energy auditor, calls up a customer billing account.



Bottom right, Robert Palmer, utility worker II, "sheds some light" on the office as he makes a necessary light bulb replacement.



GONZALES by Charlotte Gautreau and Ina Smiley



Top left, out in the field, (L to R) Hugh Raven, Rick Marshall, linemen-1st class; Marvin James, utility foreman-line; and Lawrence Jackson, truckdriver, coordinate efforts on an underground job in the Belle Grove subdivision.

Top right, Rick Marshall, lineman-1st class, makes a "down to earth" splice for an underground cable in Belle Grove.

Center left, Mark Jones, T&D helper at the Gonzales Service Center, prepares to go out for the day.

Above, Lawrence Jackson, truckdriver, seems to have everything under control as he operates the backhoe for underground repairs.

Bottom left, at the job site on Highway 22 (Main Street), Cliff Johnson, lineman-1st class, prepares crossarms for installation.



Above, Ina Smiley, customer contact clerk, removes MRS line reports from the printer in the Gonzales accounting office.



Top right, as Hurricane Gilbert threatens the upper Texas coast, Louisiana employees make necessary preparations. Charlotte Gautreau, customer contact clerk; Al Dragg, superintendent; and Tommy Allen, senior district service representative, plot the progress of the storm.



Center, besides hurricane preparations, business goes on as usual. Carol Darville, customer contact clerk, and Odis Jones, meter reader, double check a customer's billing account for accuracy.

Bottom, Al Dragg, superintendent, stops to review a customer's account with Pam Thurmon, senior clerk.





Top left, Lawrence Jackson, truckdriver, heads back to the truck for the next job after completing underground repairs.

Top right, in the hot stick room, Mark Jones, T&D helper, selects equipment for the job.

Center, Rick Marshall, lineman-1st class, takes a well-deserved breather in the September sun.

Above, Rex Dunn, lineman-3rd class, completes the necessary paperwork for service.

Bottom, Donny Elliot, serviceman-1st class, works in the truck while renewing a fuse on Easley Melancon Road.

ZACHARY by Myra Ponthier

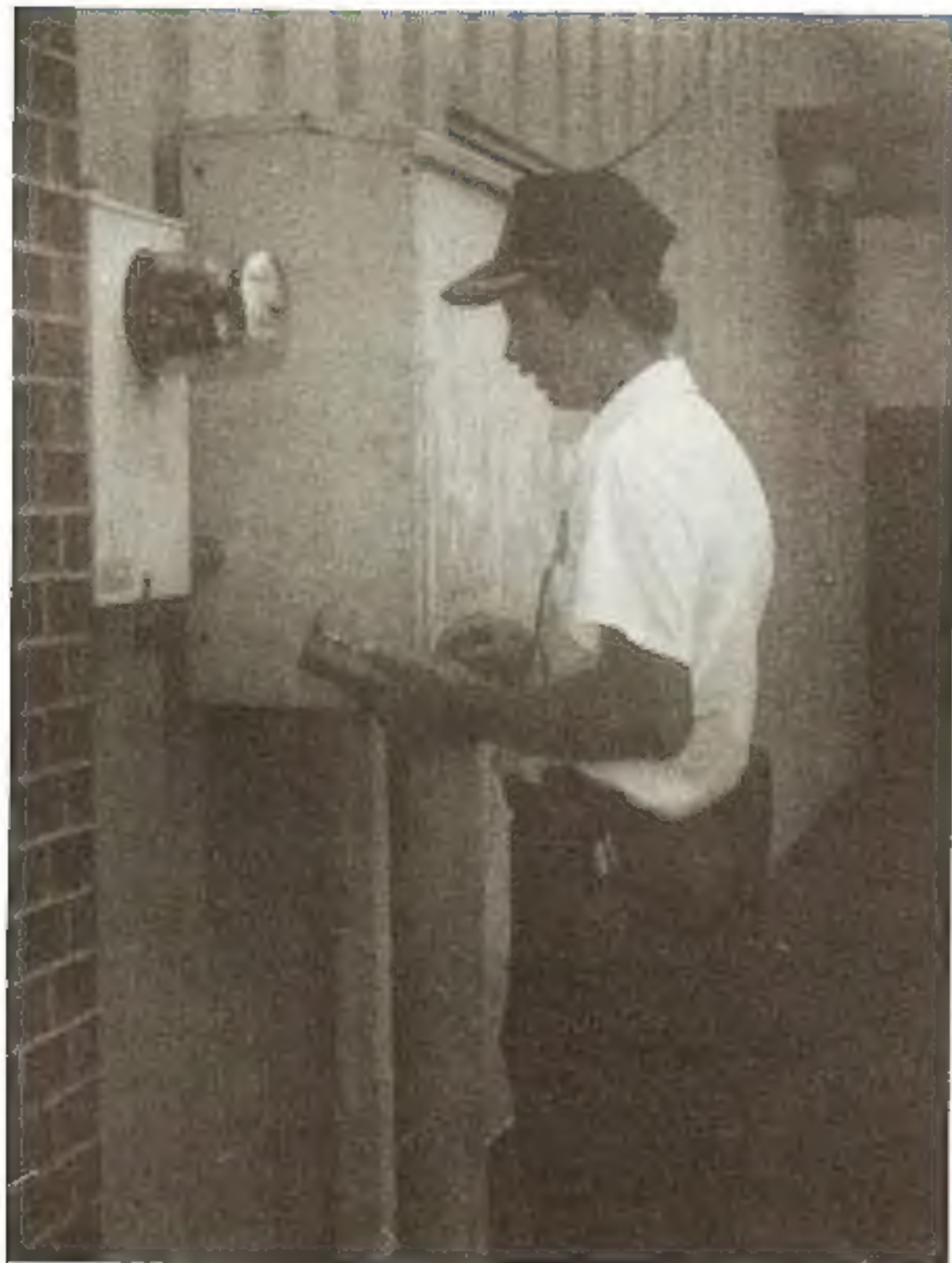


Top left, Travis Leggett (top), lineman-1st class, and Terry Craighead (bottom), lineman-4th class, make line repairs as, **(top center),** John Aime, utility foreman-line, watches.

Top right, Ronnie Hunt, utility foreman-line, and T&D helpers Chip Pierson and David Barnett rebuild a bridge on Angola 2386.

Above, John Aime, utility foreman-line, observes for safety as Willie Perkins, lineman-1st class, tests a transformer and cable.

Bottom left, Ann Matheny, senior district service representative, designates another Good Cents home.



Top left, Keith Davidson, meter reader, makes his daily rounds.

Top right, Debbie McAdams, customer contact clerk, shows us what it is like to help a customer from the clerk's side of the glass.

Center right, due to heavy rain, (L to R) Ronnie Hunt, utility foreman-line; Travis Leggett, lineman-1st class; and John Aime, utility foreman-line, take an early coffee break.

Above, Lew Schug (L), engineer, and Ronnie Hunt (R), utility foreman-line, examine the results of a test.

Bottom right, Gayenel Maggio, customer contact clerk, keeps the files in order at the Zachary office.

Bottom left, neither rain, nor snow, nor sleet, nor hail will keep Keith Hill, utility worker II, from delivering the mail.



CHOCTAW GAS by Joe Reine



Above, Sevear Young, gas department meterman-1st class, performs maintenance on an industrial gas meter.



Top right, to prepare for the hot, humid day, Larry Blanchard, T&D helper, makes ice water on the back of the truck.

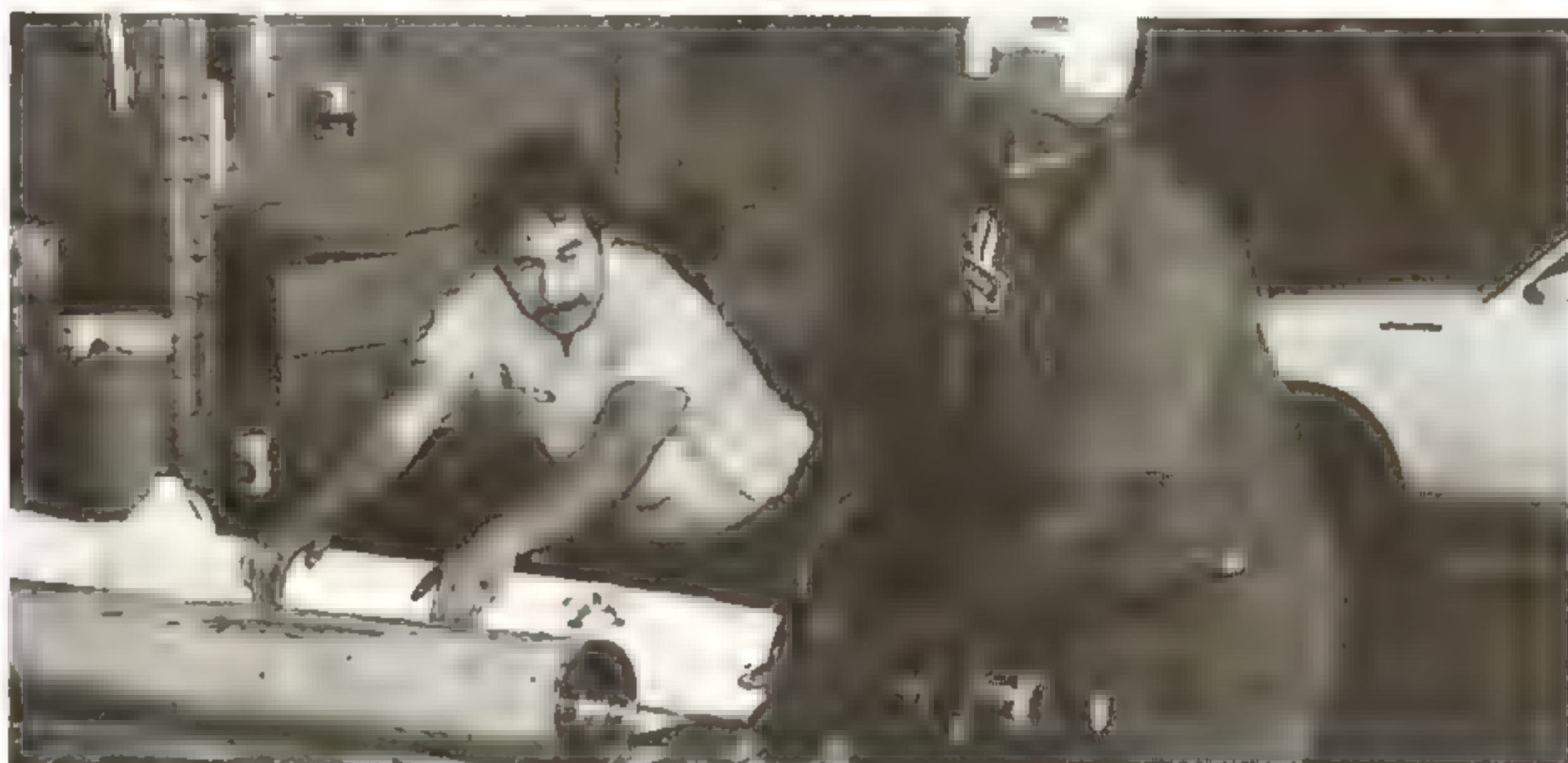


Center, a Choctaw service center employee loads coiled pipe.



Bottom, Tyler Ball, garage mechanic helper, proves that every job counts as he fixes a flat on a backhoe.

CHOCTAW T & D by Robby Zeringue

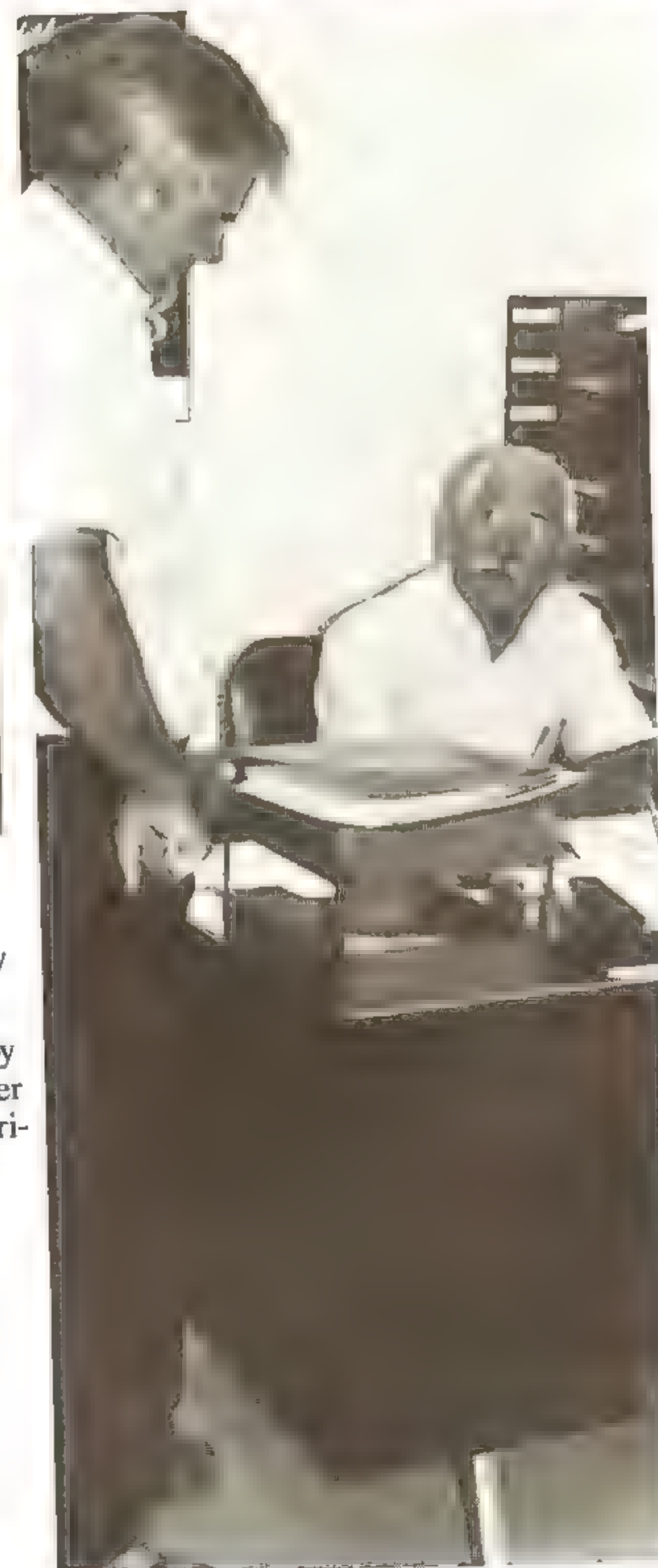
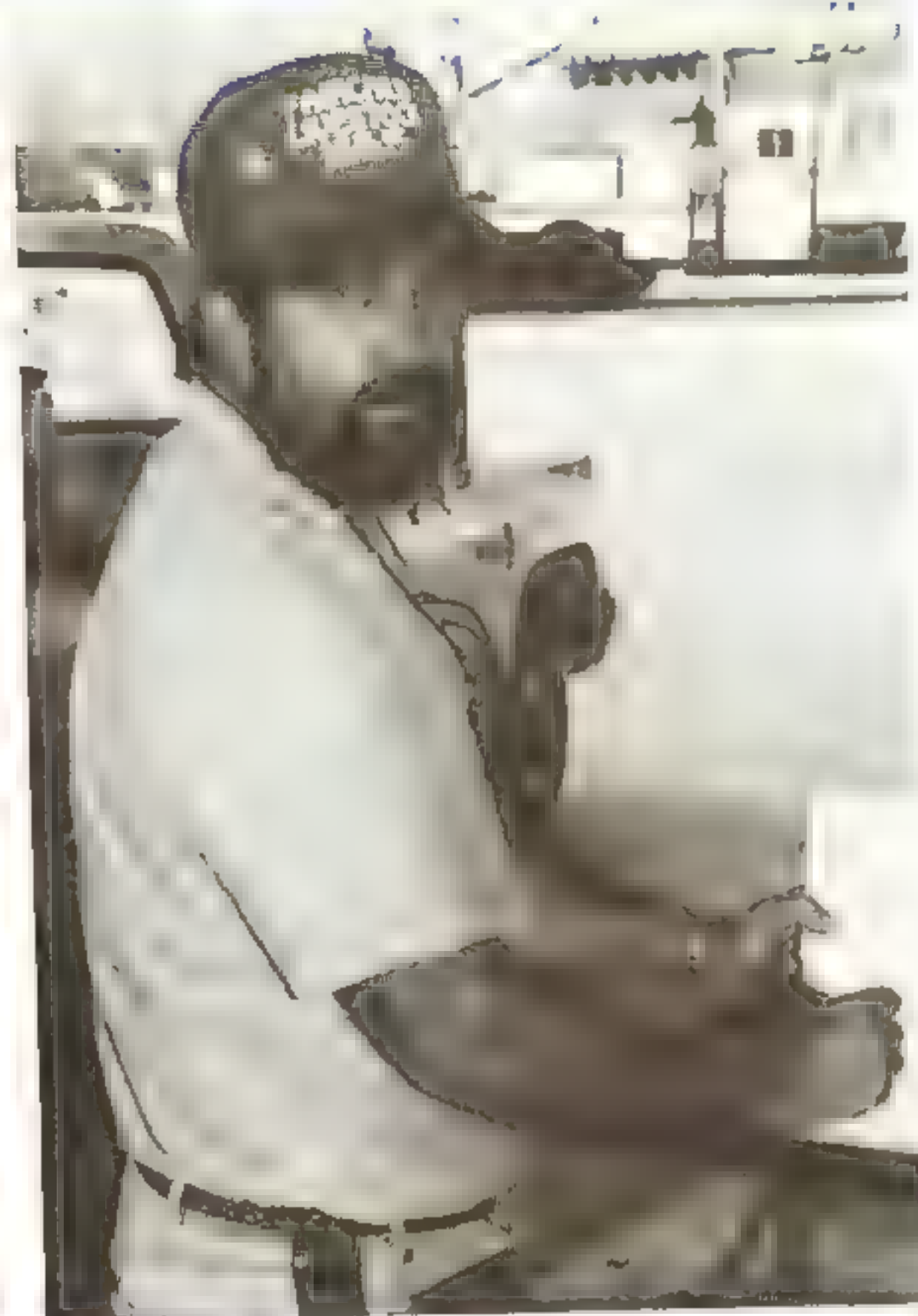


Top left, people do smile on Monday mornings as Mary Moore, departmental clerk, and Glen King, co-op student, demonstrate.

Top right, Greg Patin, storekeeper, operates a fork lift in the back yard.

Center, Pete Bergemann (L), mechanic-3rd class, and Johnny Turner (R), mechanic-1st class, repair a hydraulic cylinder.

Bottom, experience shows as Mike Lethermon, lineman-1st class, prepares a tractor to go through heavy underbrush.



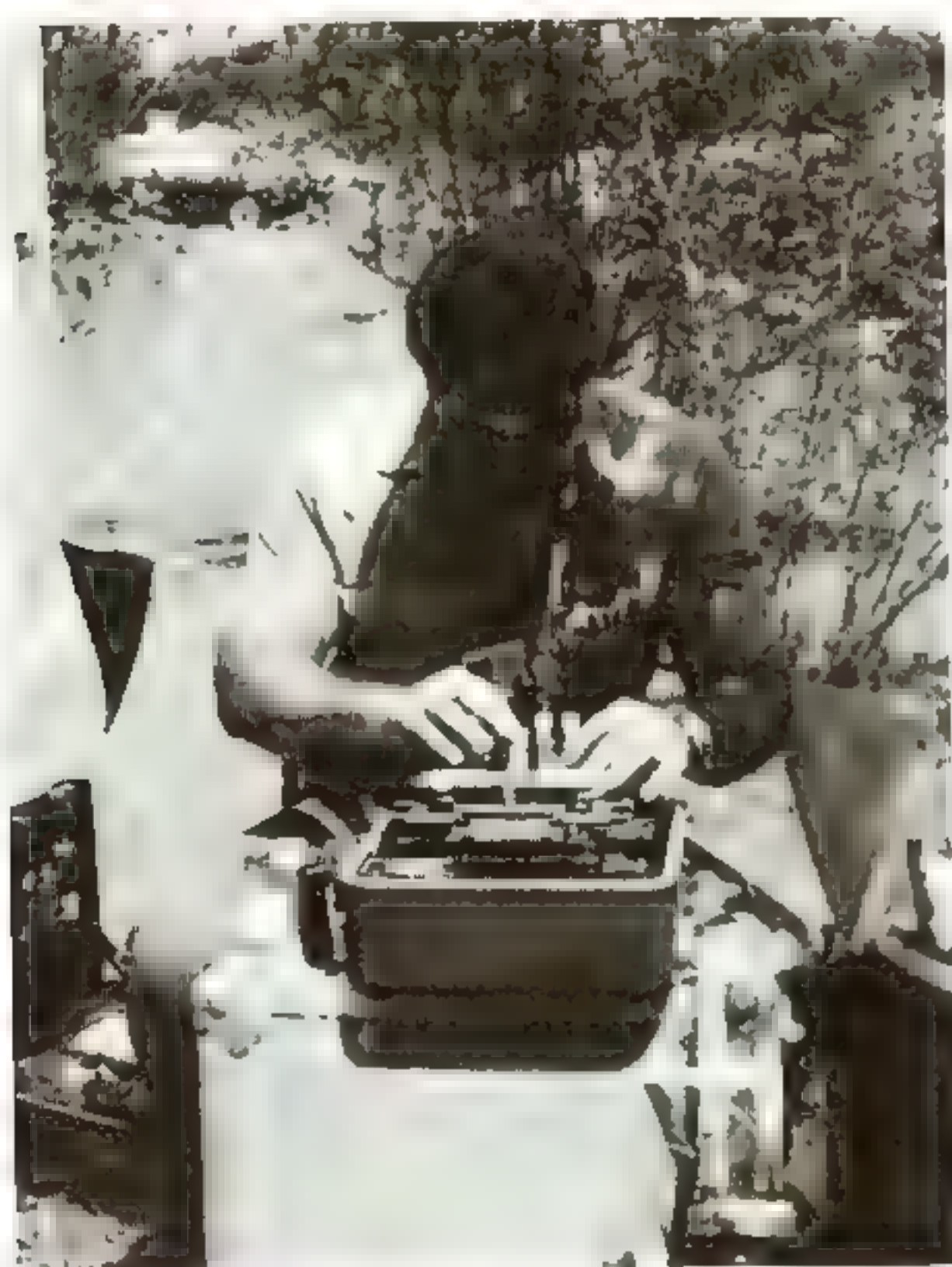
Top left, Ree Ann Vogler, senior engineering assistant, shows us the winning technique for selling security lights over the phone.

Top right, with trucks waiting in the background, Conrad Starnes, lineman-1st class, finishes gassing up for the day.

Center left, Wade Butler (L), T&D helper, and Mike Rachal (R), lineman-1st class, do not seem to have the "car wash blues" as they clean a truck before going out.

Bottom right, Bill Boyd (standing) and Kibby Hebert (seated), both line supervisors, go over plans to send crews to Beaumont should Hurricane Gilbert strike the Texas service area.

RIVER BEND by Donna Fancher



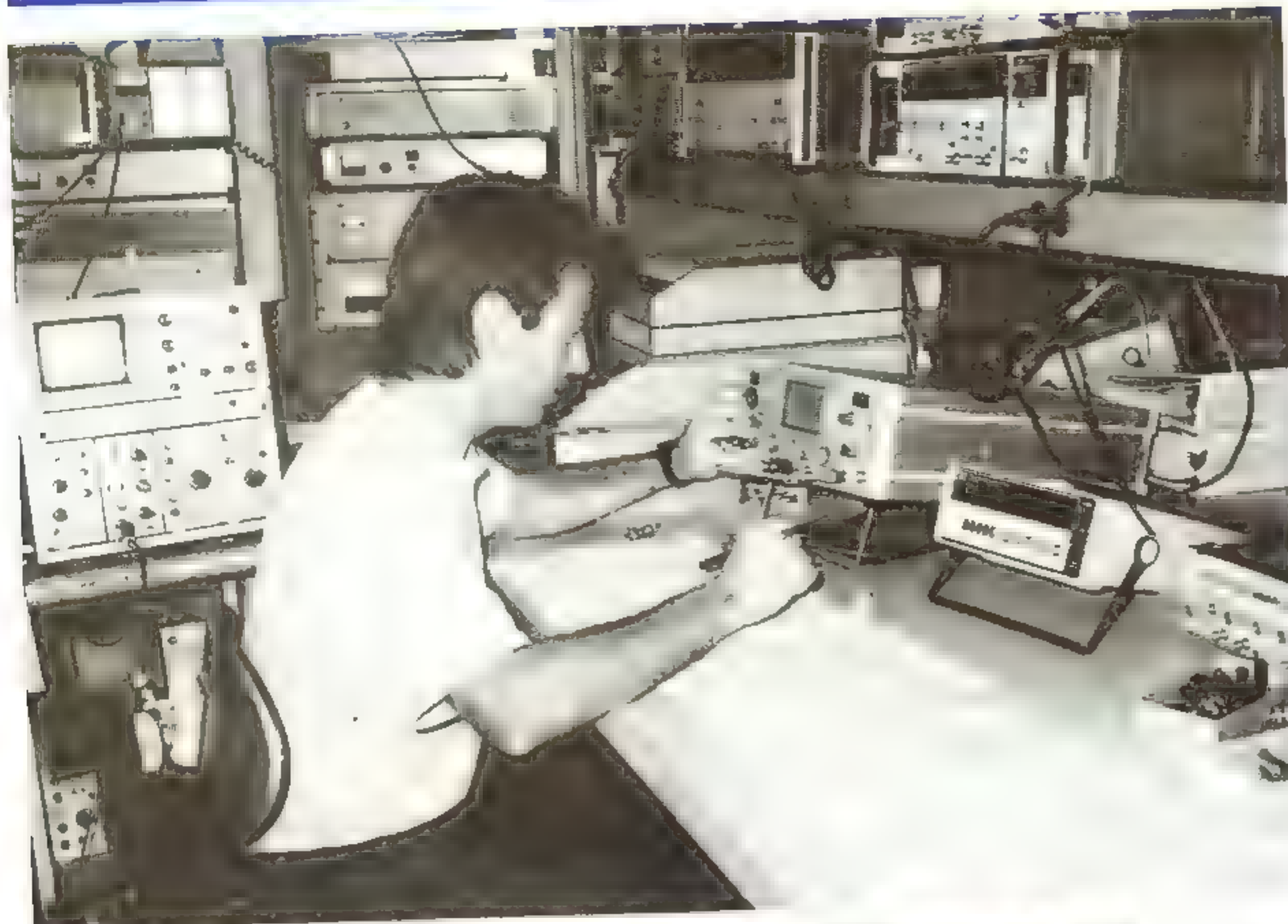
Top left, Doug Hines and Will Jones, communications servicemen-1st class, perform quarterly maintenance on River Bend's prompt notification system sirens.

Top right, Randy Dumesnil, graphic arts designer, creates CAD drawings for the training manual.

Center right, Carol Cobb, departmental clerk, types lesson plans for the training department.

Center left, Steve Galloway, communications serviceman-1st class, splices fiber optics cable behind the training center.

Bottom left, Al Williams, nuclear training representative-license, "hacks away" on the computer in the simulator at the training center.



Top left, Darrell Olivier, relayman-1st class, calibrates a storage oscillator in the standards laboratory.

Top right, Mac Reed, radiation protection technician-1st class, utilizes a low background gross alpha gross beta counter to look for airborne particulate releases.

Center right, Pam Chapman, nuclear chemistry technician-1st class, tests for constituents (zinc) in the station water discharge.

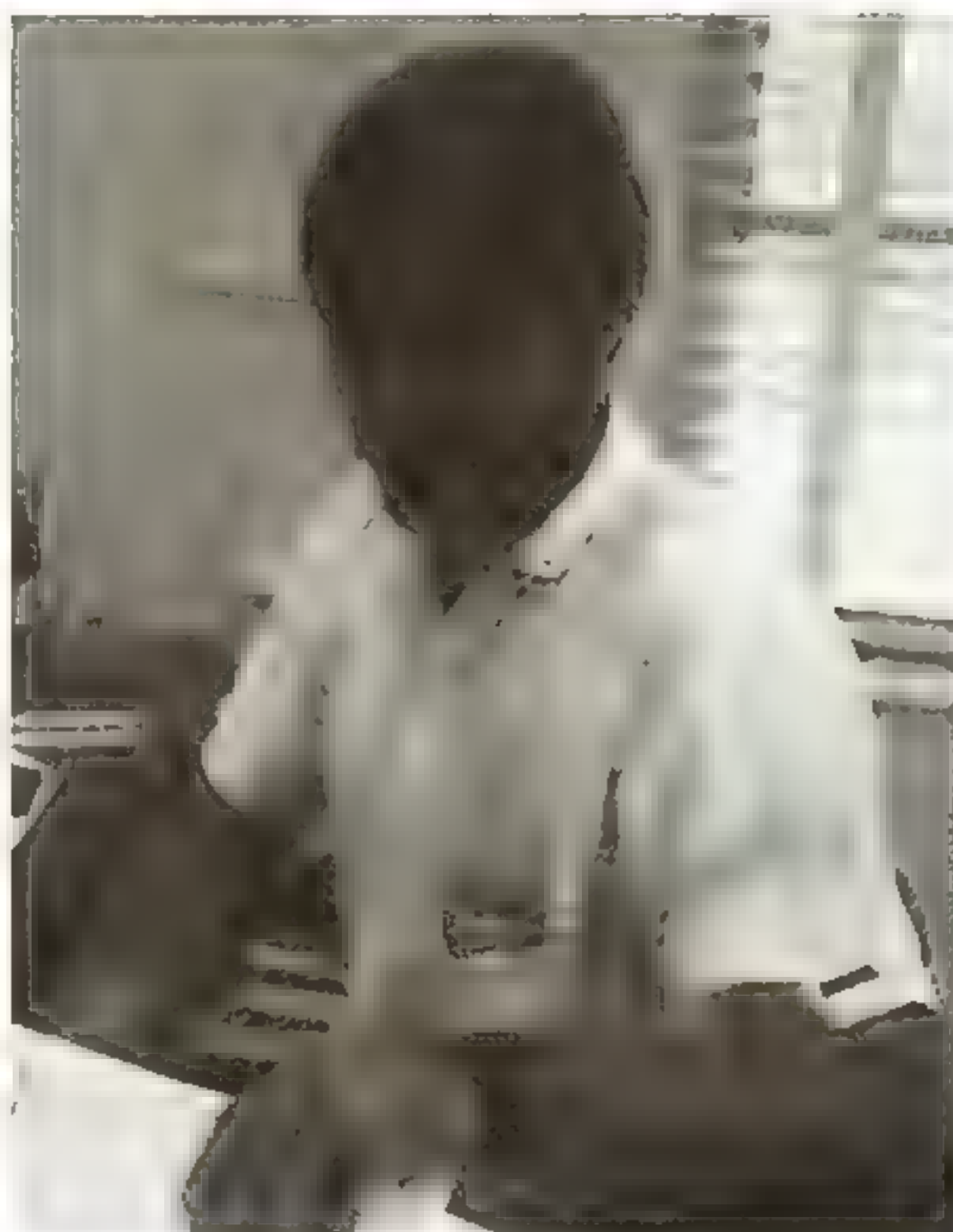
Above, Anthony Rogers, storeroom assistant, retrieves material from the pallet racks in the warehouse.

Bottom right, with his view of the containment building, Thomas Harris, storekeeper, searches for the location of materials in the warehouse.



LAKE CHARLES DIVISION

LAKE CHARLES SERVICE CENTER by Edith Patterson



Top left, Mike Oden, substation mechanic-1st class, drills the framing for a new truss to be used in a substation.

Top right, due to Hurricane Gilbert, Wiltz Hanks, communications serviceman-1st class, makes up an antenna feedline for a temporary base station.

Center left, Warren Duplechin, garage mechanic-1st class, builds a rack for a Baton Rouge service truck.

Center middle, Joe Brister, senior engineering assistant, draws up plans for another construction job.

Above, Stanley Guillory, engineering assistant, updates foundation maps.

Bottom left, Sam Crochet, division substation operator, switches for substation crews.



Top left, Barbara Wilkenson, PBX operator, says "hello" to another incoming phone call.

Top right, Leonard Jennings, serviceman-1st class, checks a meter number against the ticket information.



Above, Sue Vige, departmental clerk, completes last minute paperwork on timesheets for the all-important paycheck.



Bottom right, Priscilla Guillory, utility worker II, makes a "clean sweep" in the never-ending job of cleaning the facilities.



Top left, Wayne Fails, communications foreman, makes plans for temporary service should Hurricane Gilbert hit nearby.

Top right, Thomas McCrosky (L), line supervisor, and Shirley Robinson (R), utility foreman-meter, set up a board to follow storm outages.

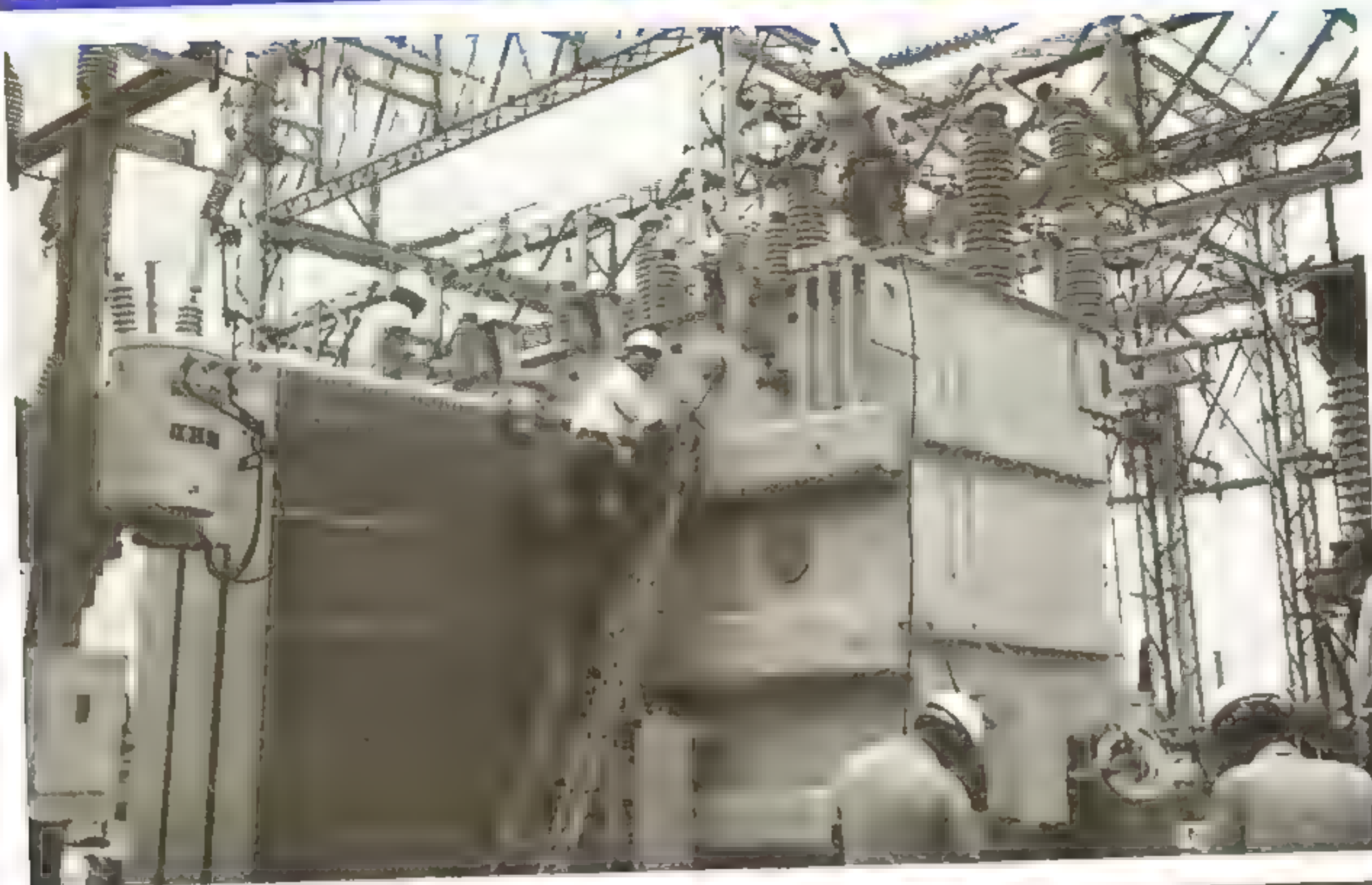
Center left, Eula Bourque, departmental clerk, sorts the day's mail for delivery.

Above, Zach Olson, communications serviceman-1st class, repairs a mobile radio unit.

Bottom left, Randy Lantz, meterman-1st class, tests and repairs meters at the truck.

BEAUMONT DIVISION

BEAUMONT SERVICE CENTER by Wilma Shaw



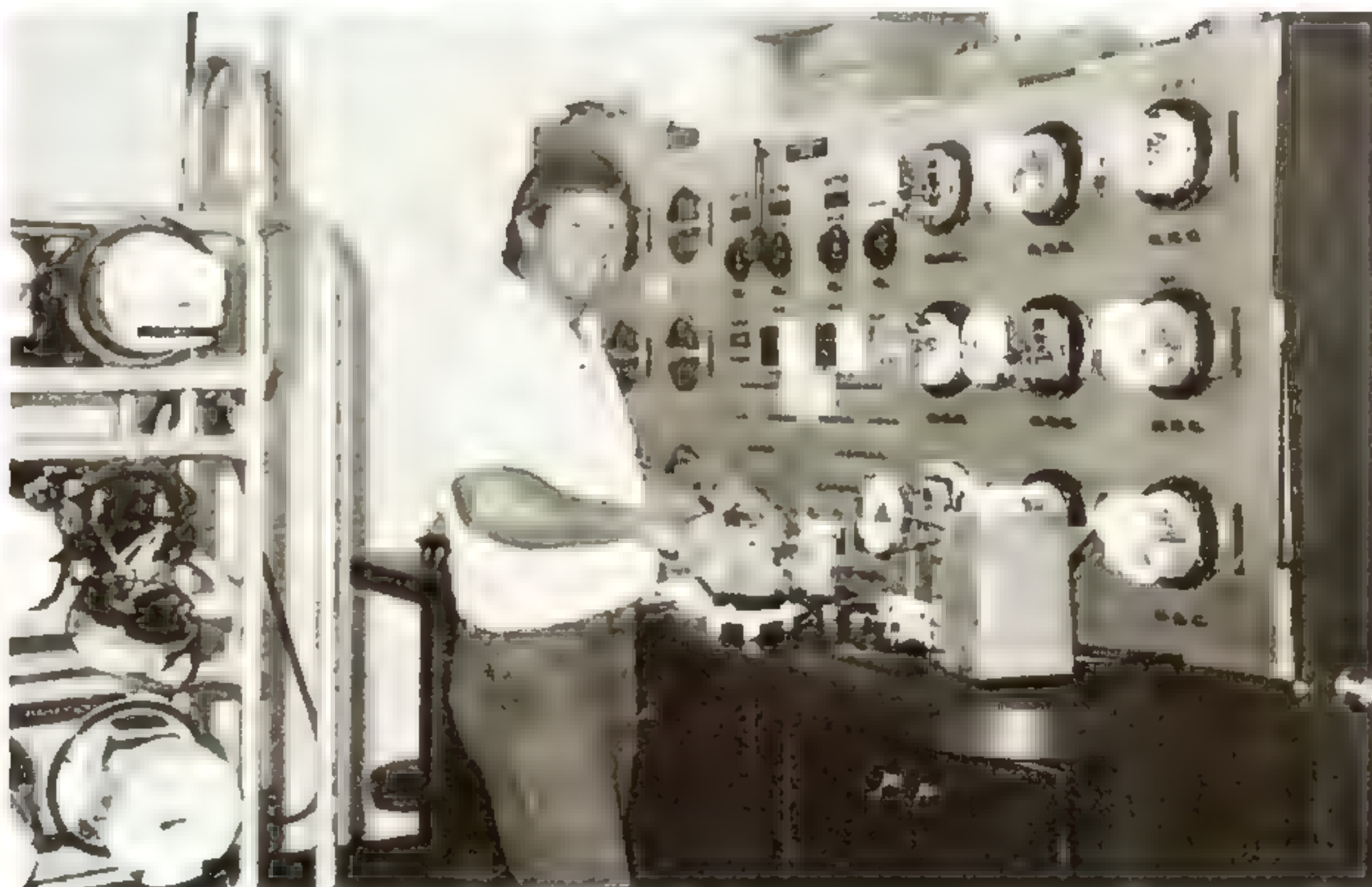
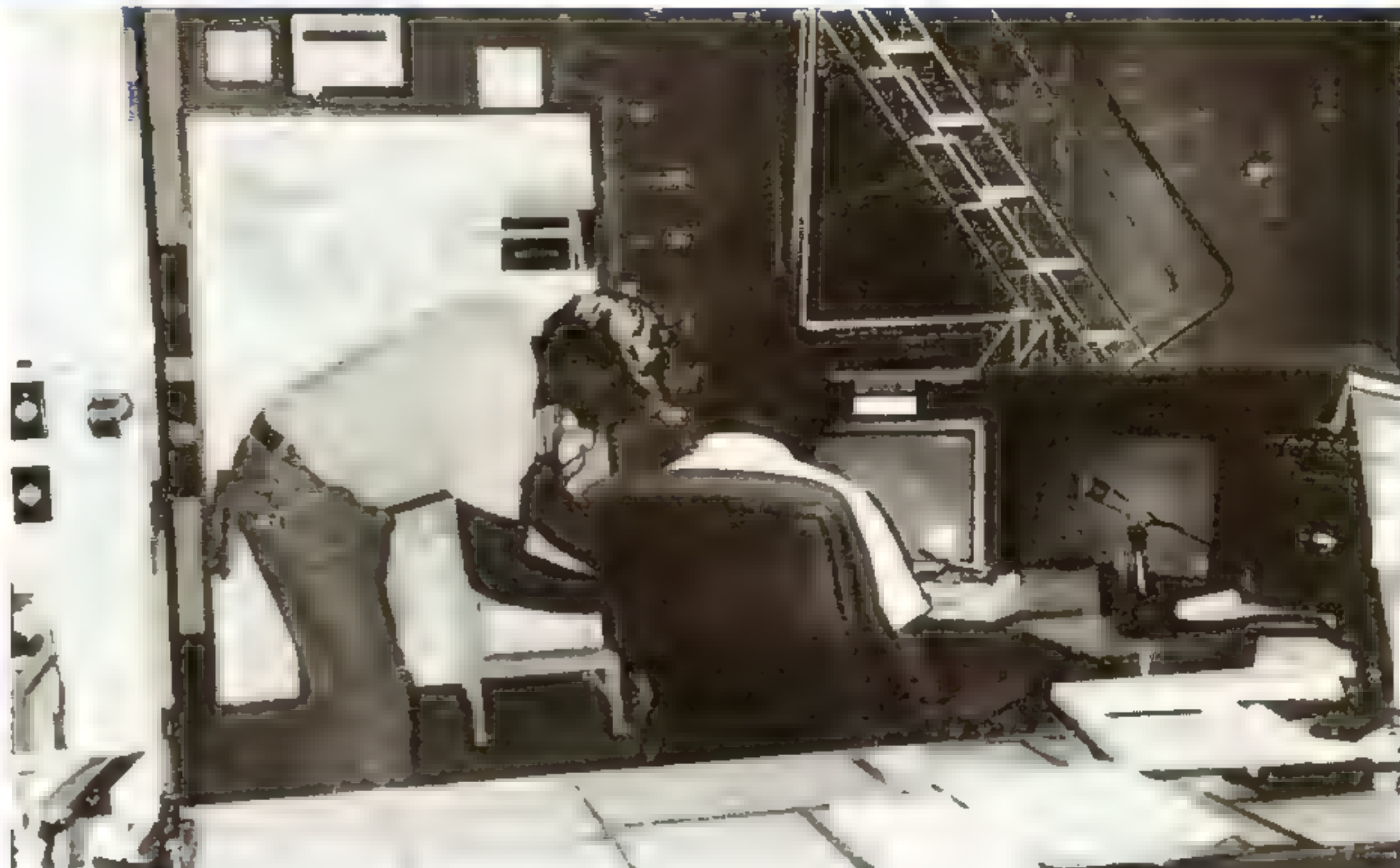
Top left, crews install bushings and lightning arresters at the Mobil Oil-Carroll Street substation.

Top right, John Mitchell, meterman-1st class tests residential meters to ensure operation for future use.

Center left, Albert Clay, lineman-1st class, Freddie Stewart and Robert Granger, both substation operators, work in the dispatchers' room, the center of attention during the day, to keep track of interruptions in service.

Above, a line crew replaces rotten poles at Laurel St. and IH-10 in Beaumont.

Bottom left, (L to R) Rodney Coleman, engineer; Jean Drake, Mobil Chemical; and Bud Cammack, survey coordinator, stand by one thirteen 85-foot steel structures installed at Mobil Oil.



Top left, Melinda Coleman, utility worker II, gives the Engineering Department wall a new coat of paint.

Top right, Albert Clay, lineman-1st class, and Freddie Stewart, substation operator, review the SCADA board.

Above, crews reroute transmission lines at Mobil Chemical to serve the new unit to be put on line.

Center right, Frank Durham, meterman-2nd class, gives us a smile as he tests and repairs demand meters.

Bottom right, Henry Ward, storeroom assistant, loads scrap wire with a forklift.



WOODVILLE AND SILSBEE by Grady McClusky and Delores West



Top left, Alene Cole (seated), customer contact clerk, shares her knowledge with Suzanne Ogden, line assistant, in the Woodville office.

Right, George Thompson, lineman-1st class, makes up a cutout for a location on Knipple Road in Silsbee.

Above, Brian Langston, senior district service representative, inspects air-conditioning filters during an energy audit for a Silsbee customer.



NECHES STATION by Laurie Cobbs



Top left, Roger Frazier and Norman Joseph, both repairman-1st class, repair a gear case housing for a Western Division hydraulic crane.

Top right, James Moore, Jr., test technician-1st class, works on environmental records.

Above center, Robert Frazier, repairman-1st class, machines keyways in a Sabine Station screenwell headshaft.

Center top left, Michael Gross, repairman-1st class, helps out in the storeroom.

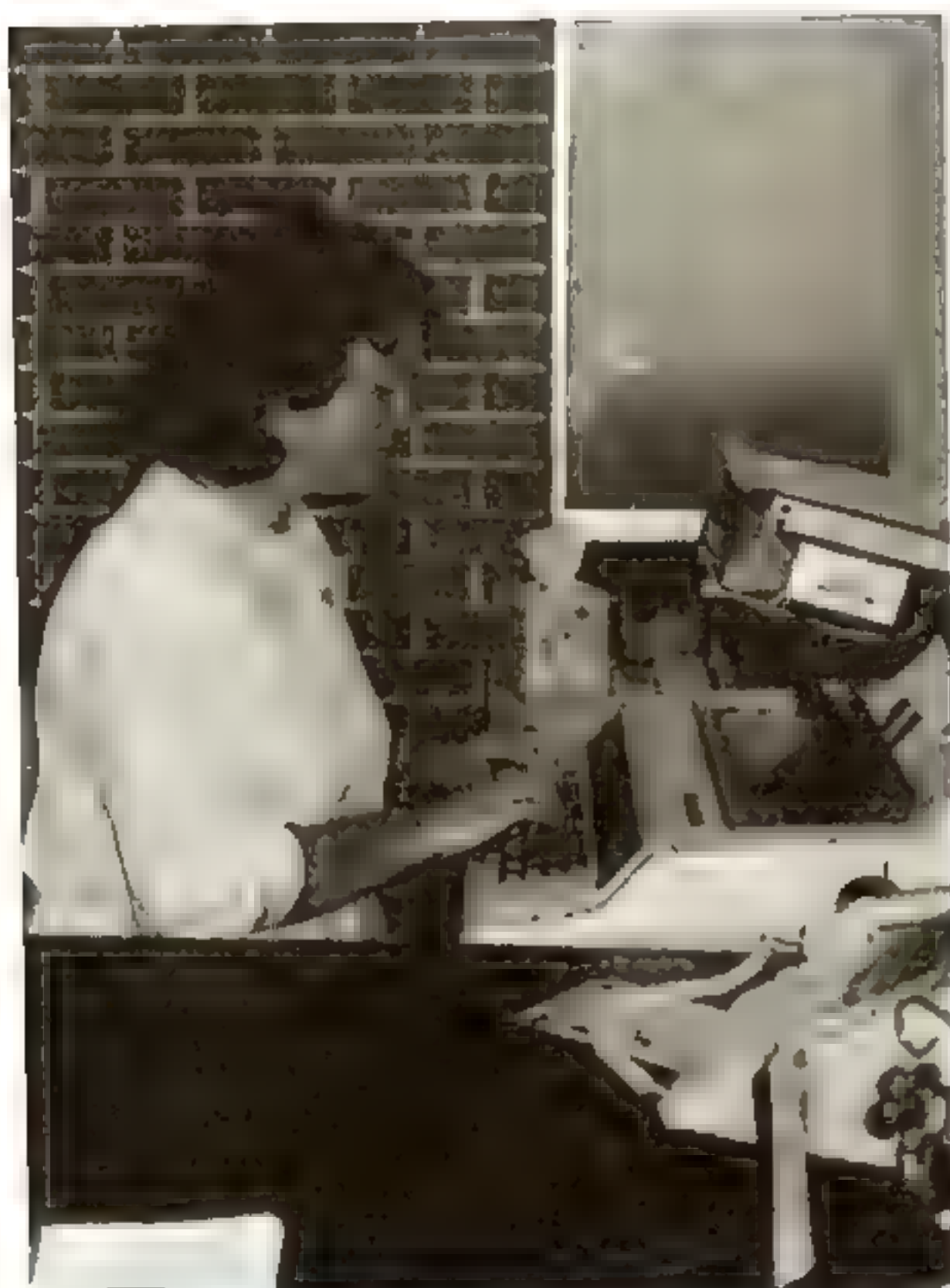
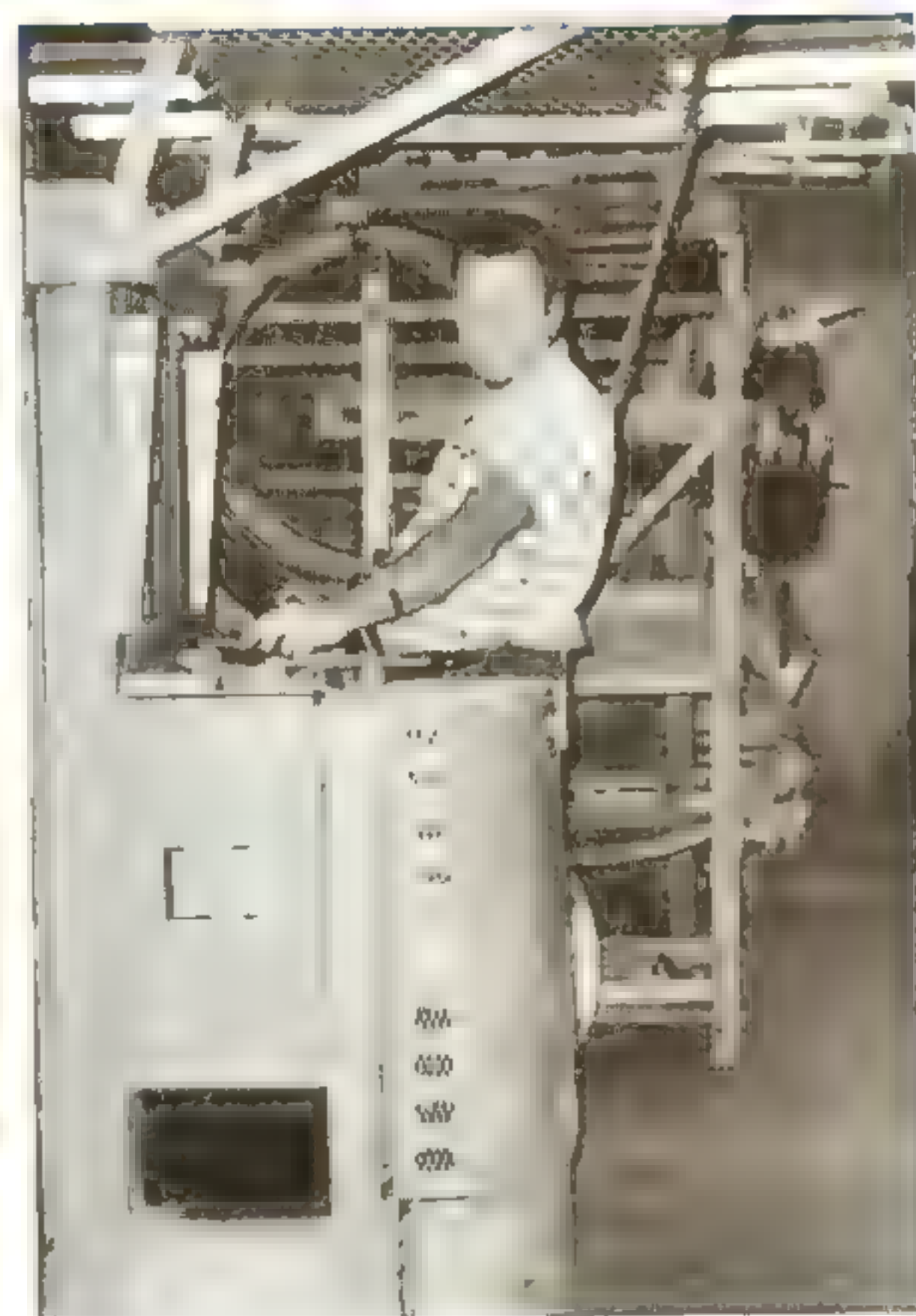
Center left, Charles Kelley, mechanical maintenance foreman, sticks his head in to get some parts from Joy Finch, storekeeper.

Center, Norman Joseph, repairman-1st class, keeps safety in mind while welding on a Lewis Creek valve.

Above, Hilton Jones, Jr., repairman-1st class, performs work on the lathe for the machinists' training class.

Bottom left, James Rose, planning coordinator, inputs daily work schedules for the next week as Scott Heiman, outage coordinator, watches.





Top left, Glenn McGuire, merit roll craftsman, and Gayle Botley, staff accountant II, take inventory of meters removed for theft of electricity.

Top right, Charles Griffin, storekeeper, operates a hoister to maneuver material in and out of the storeroom.

Center left, Kathleen Chelette, secretary, types correspondence for the Orange District.

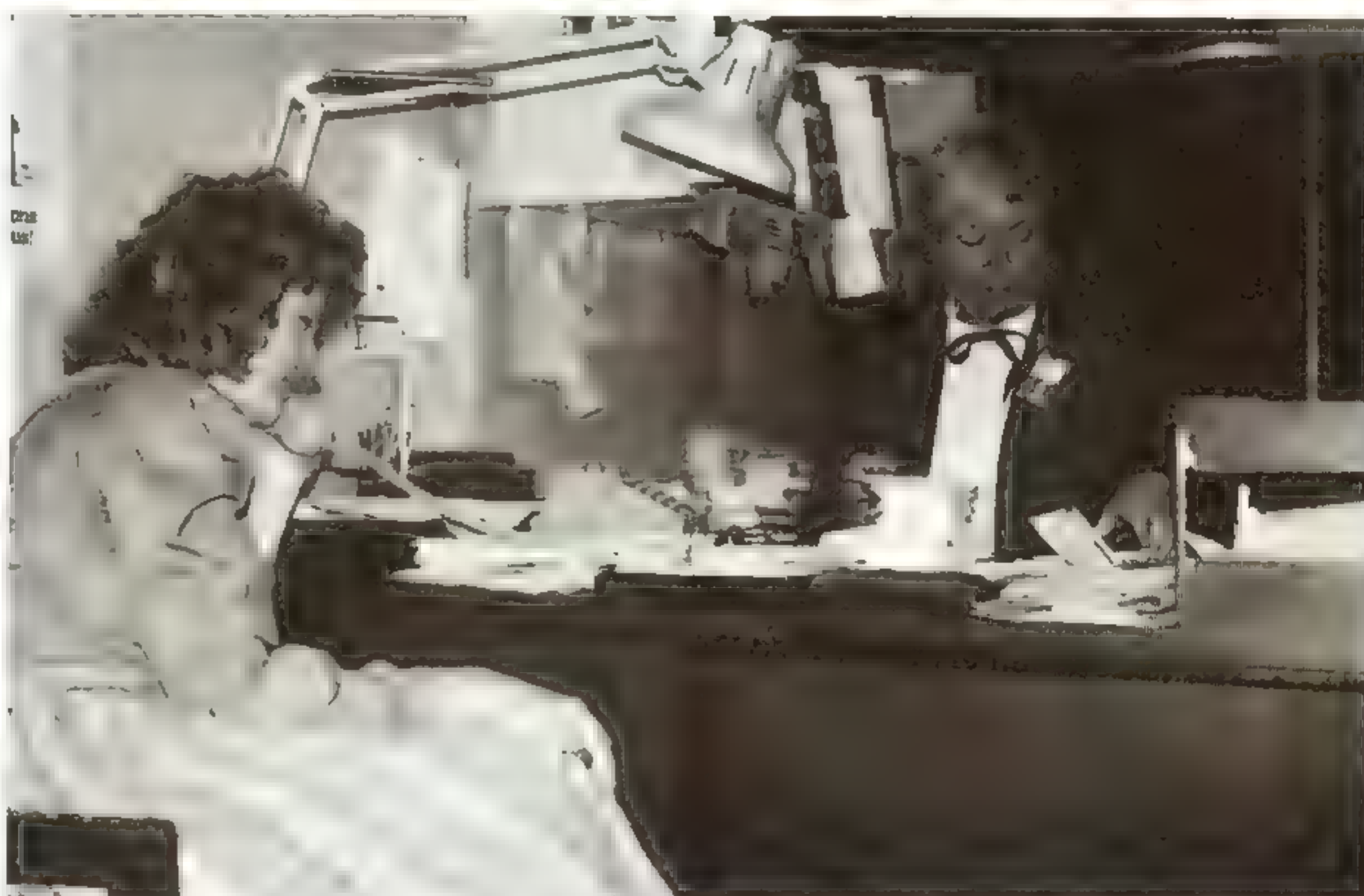
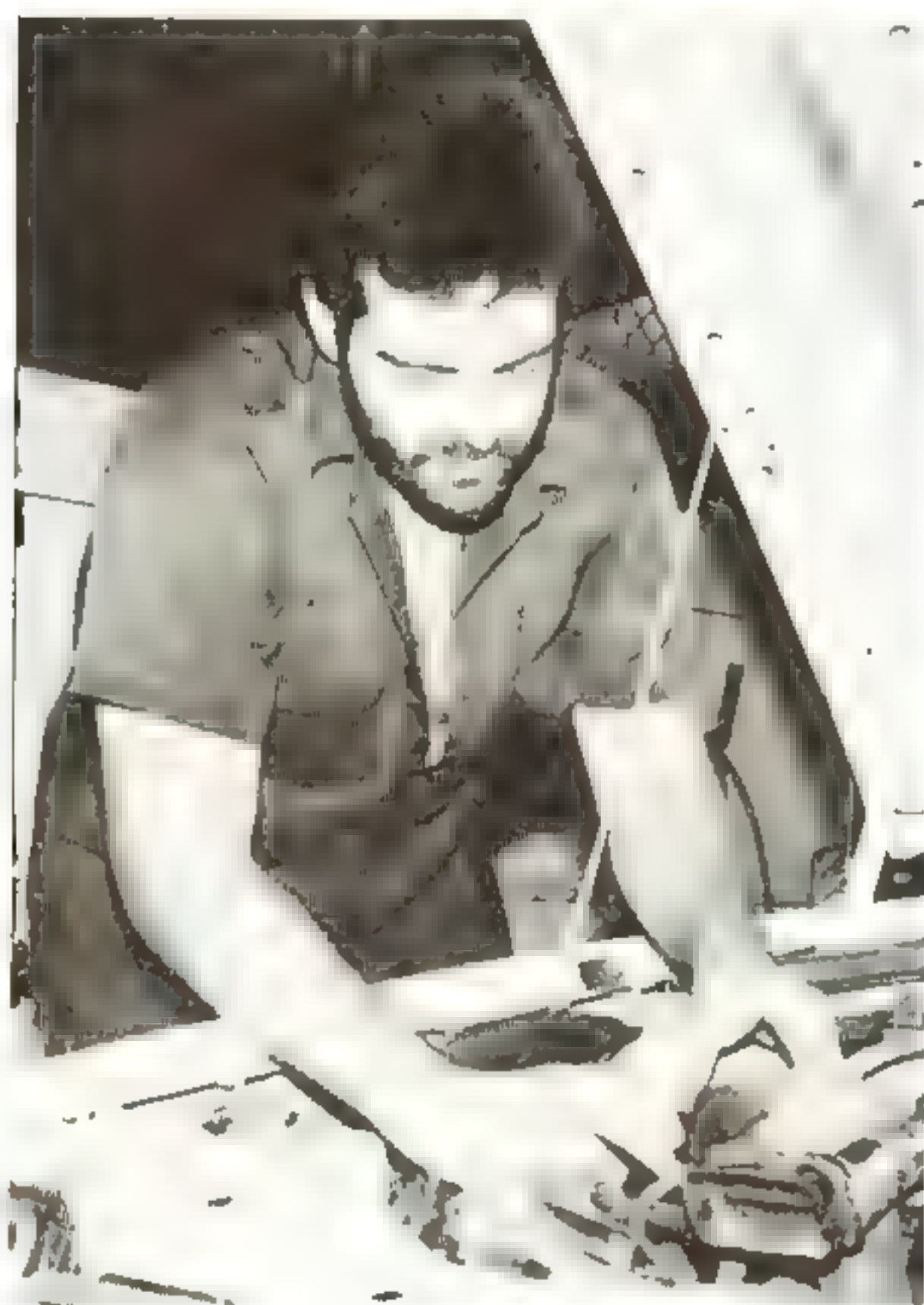
Center, Dave Thomas, utility worker II, lock the front doors at the end of each day.

Above, Clarence Stephens, meter reader, signs in his completed routes for the day.

Bottom left, John Ray Perkins, garage mechanic-1st class, and David George, storeroom assistant, make final adjustments on a GSU vehicle.

CORPORATE HEADQUARTERS

EDISON PLAZA by Robert Adams and Mike Rodgers



Top left, Nelda Letsinger, departmental clerk, helps visitors in the lobby.

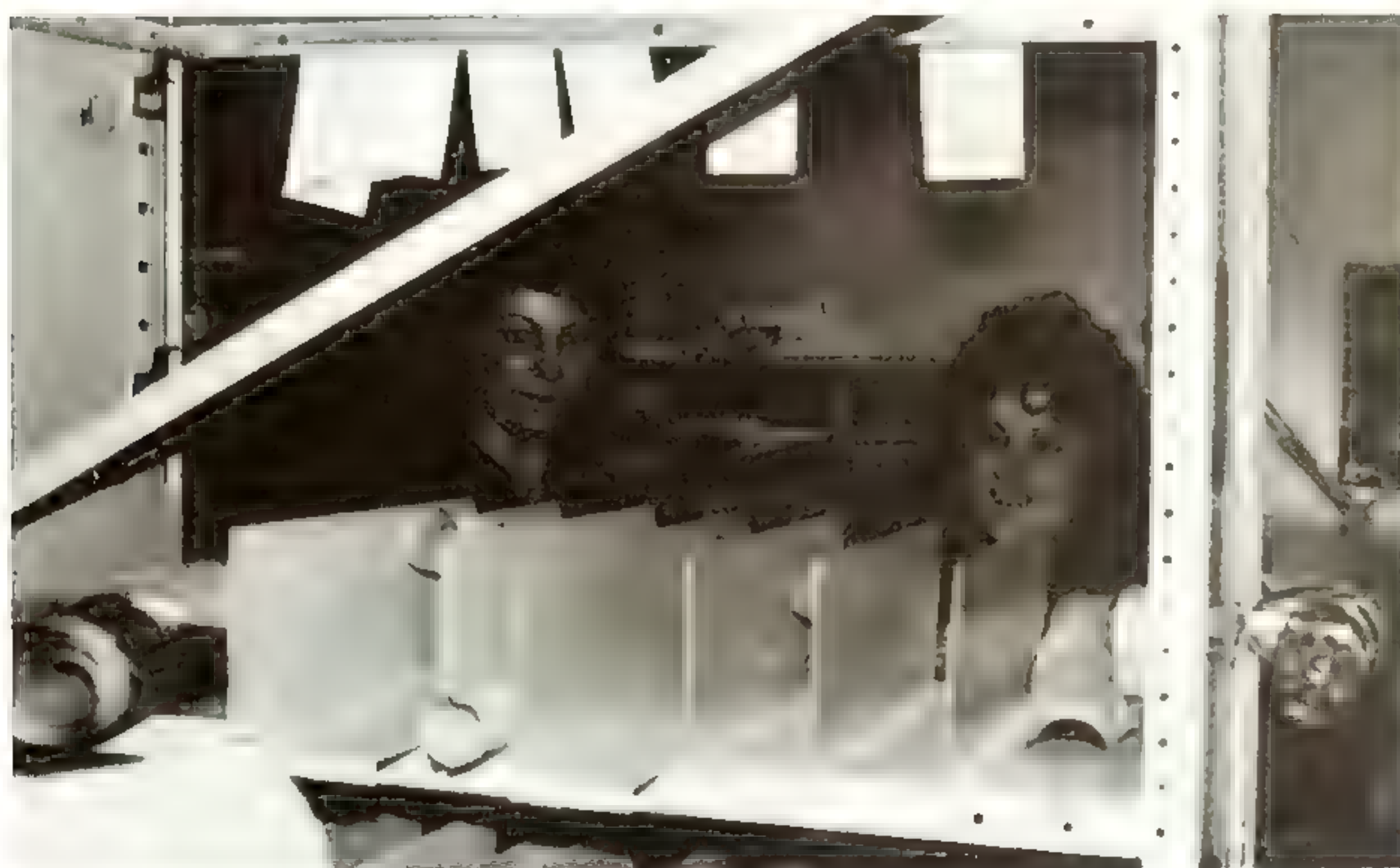
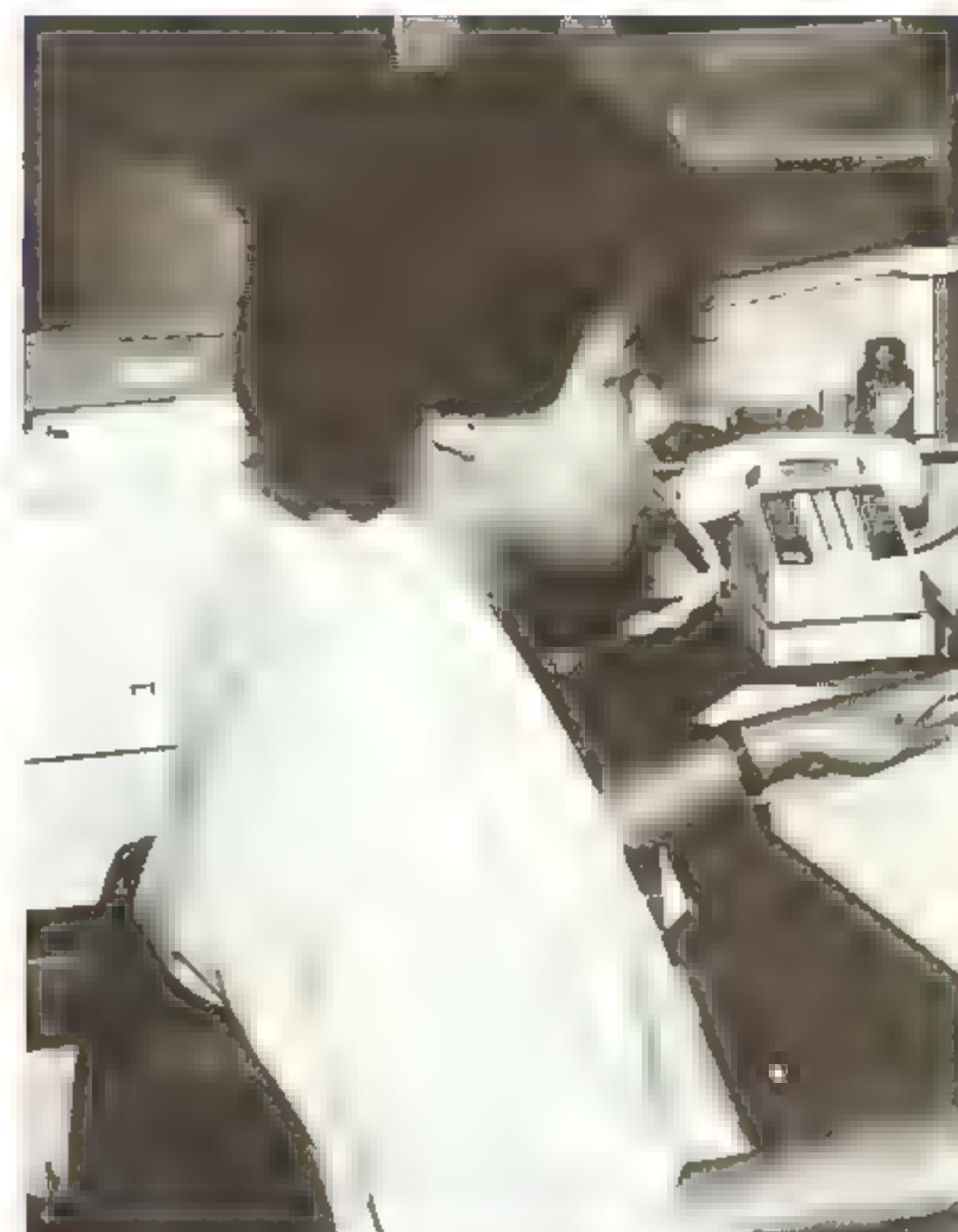
Top right, Kay Kotz, senior engineering assistant, redesigns a cashiers' area.

Above, Donald Lawrence, garage mechanic-2nd class, replaces a timing belt on a company car in the Edison Plaza garage.

Center right, while Susan Gilley, coordinator-media services, talks with a news reporter, Sharon Engle, coordinator-corporate communications, checks responses to a customer survey.

Bottom right, Dora Hebert (C), section head-records management, and Paul Bedair (R), part-time clerical, watch as Dale Jolly (L), section head-records management, prints a microfilm card.





Top left, Dr. Linn Draper, GSU chairman and president, makes comments at an employee meeting.

Top right, Michelle Pinkney, graphic technician, typesets a form for River Bend.

Center left, Glenda Lindow and Marjee Legendre, both department clerks, check drafting jobs in the hold area.

Above, Phil Brannon, EDP shift supervisor, mounts magnetic tape in the corporate computer complex.

Bottom left, Debbie Holston, graphic technician, operates a machine used to fold the monthly billing inserts sent to customers.



Top left, Cindy Rabin, stenographer, works relief on the PBX board.

Top right, Thom Ardoin, senior engineering assistant, works on a floor plan for remodeling a district office.

Above, Carliss Jones, secretary, stops for a smile as she works on a budget for Materials Management.

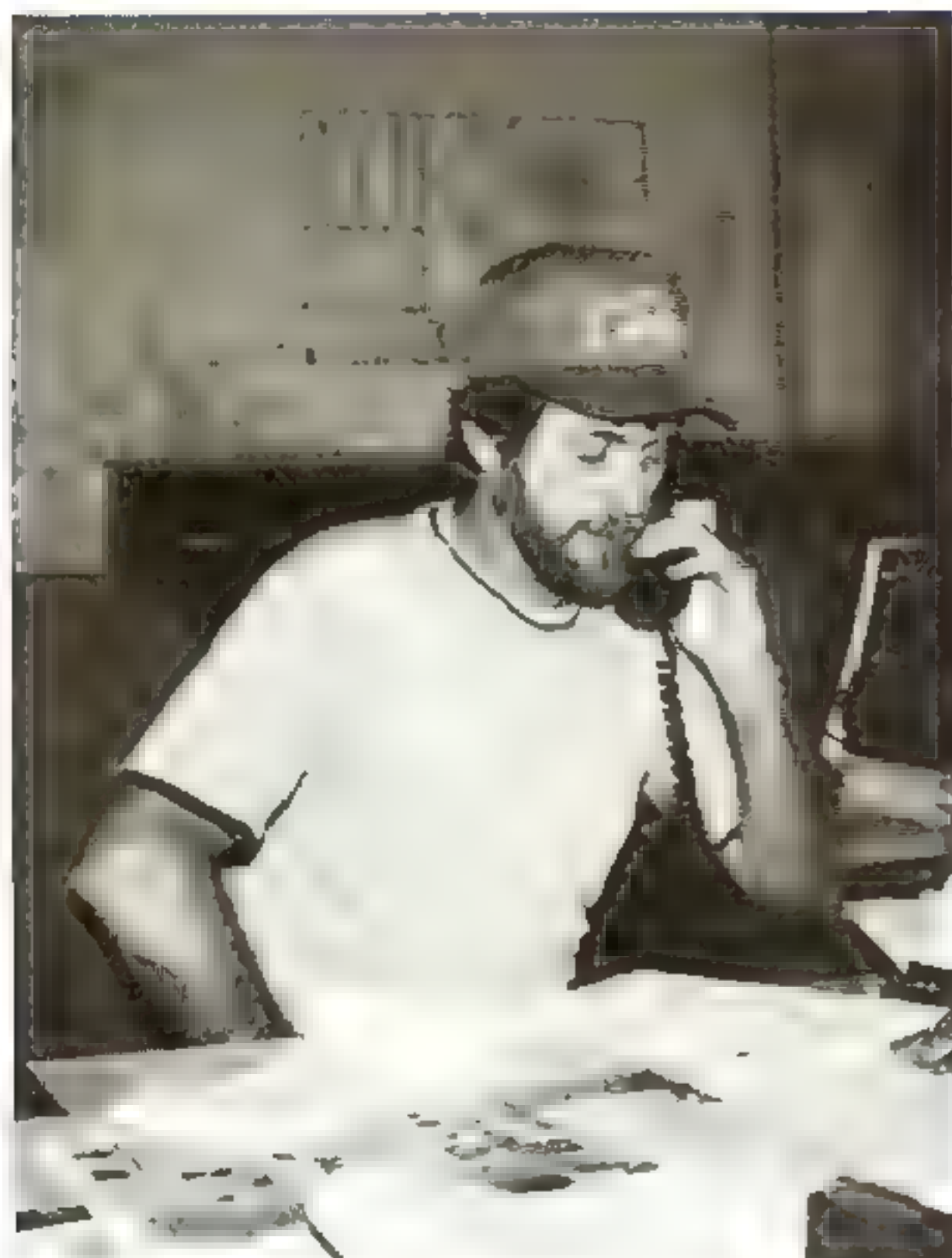
Center right, (L to R) Frank Wallace, senior draftsman; Frank Shannon, and L. J. Loftin, both engineering systems analysts, of Vari-tech, a subsidiary of Varibus, convert a drawing to a computerized format.

Bottom right, Jenna Abshire, departmental clerk, and Louis Calfee, coordinator-telecommunications engineering, run a report on a call detail recording.



PORT ARTHUR DIVISION

PORT ARTHUR SERVICE CENTER by Sue Simon and Johnny Carter



Top left, Phil LaLonde, division substation operator, answers questions in the dispatchers' room.

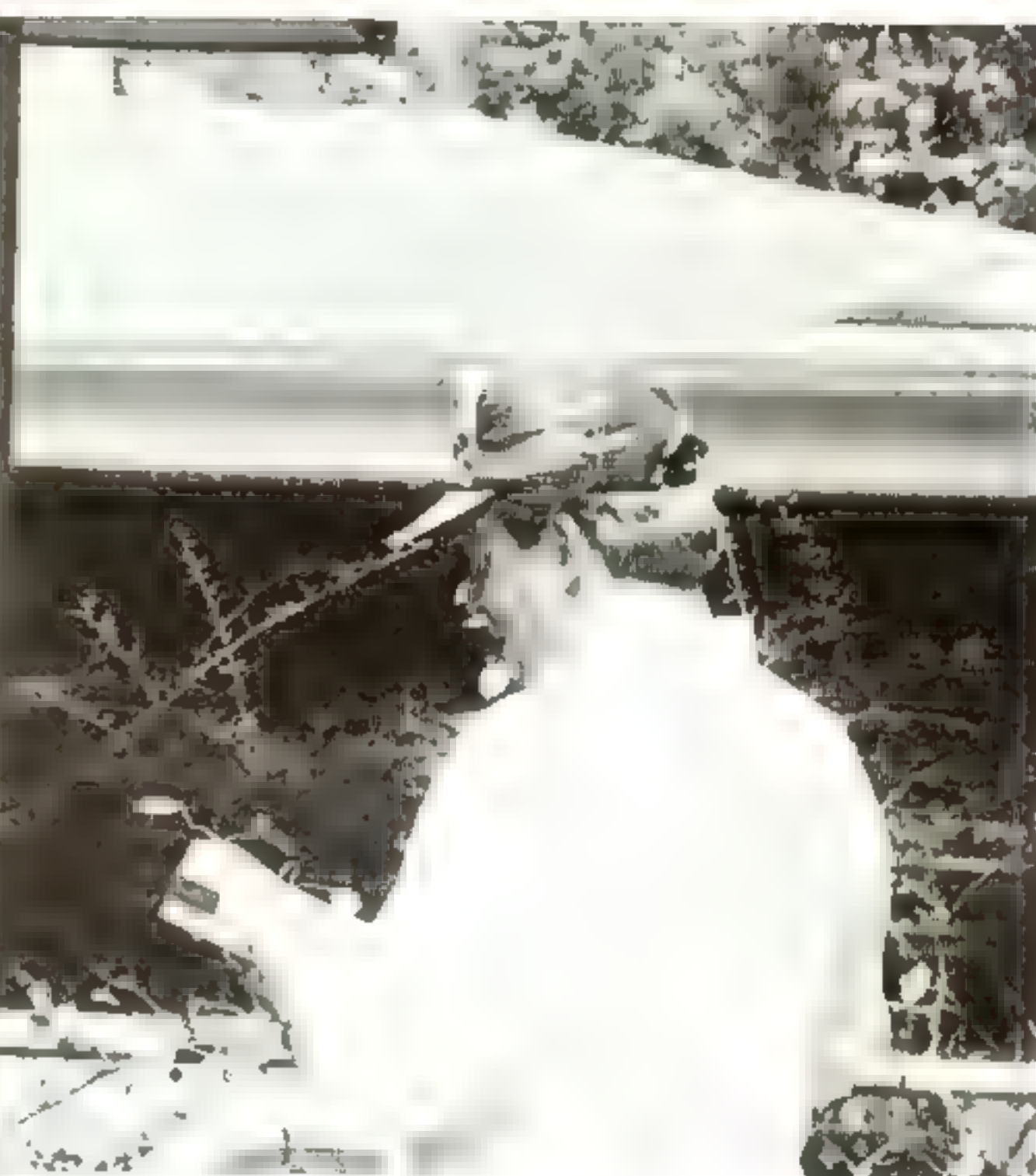
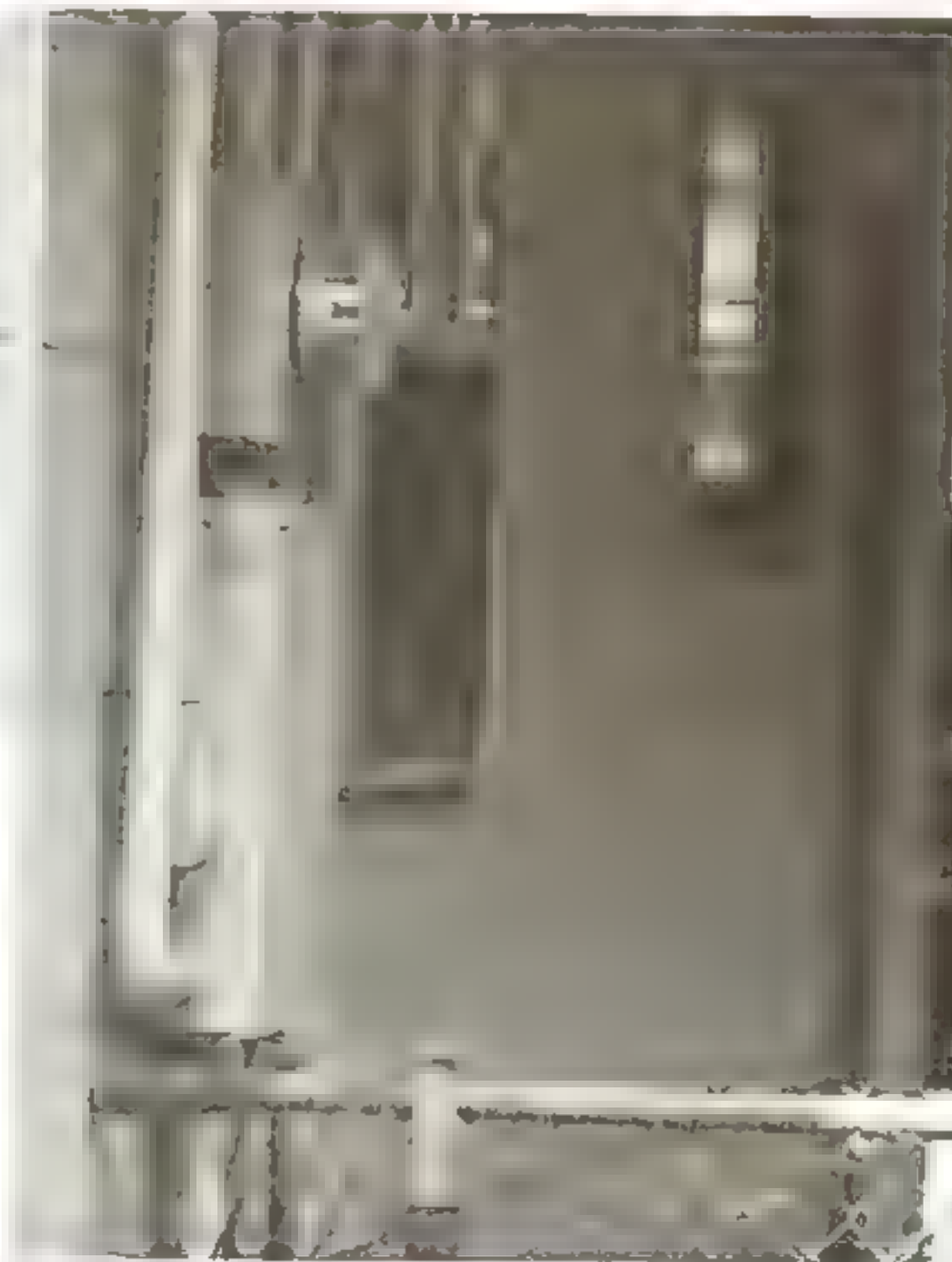
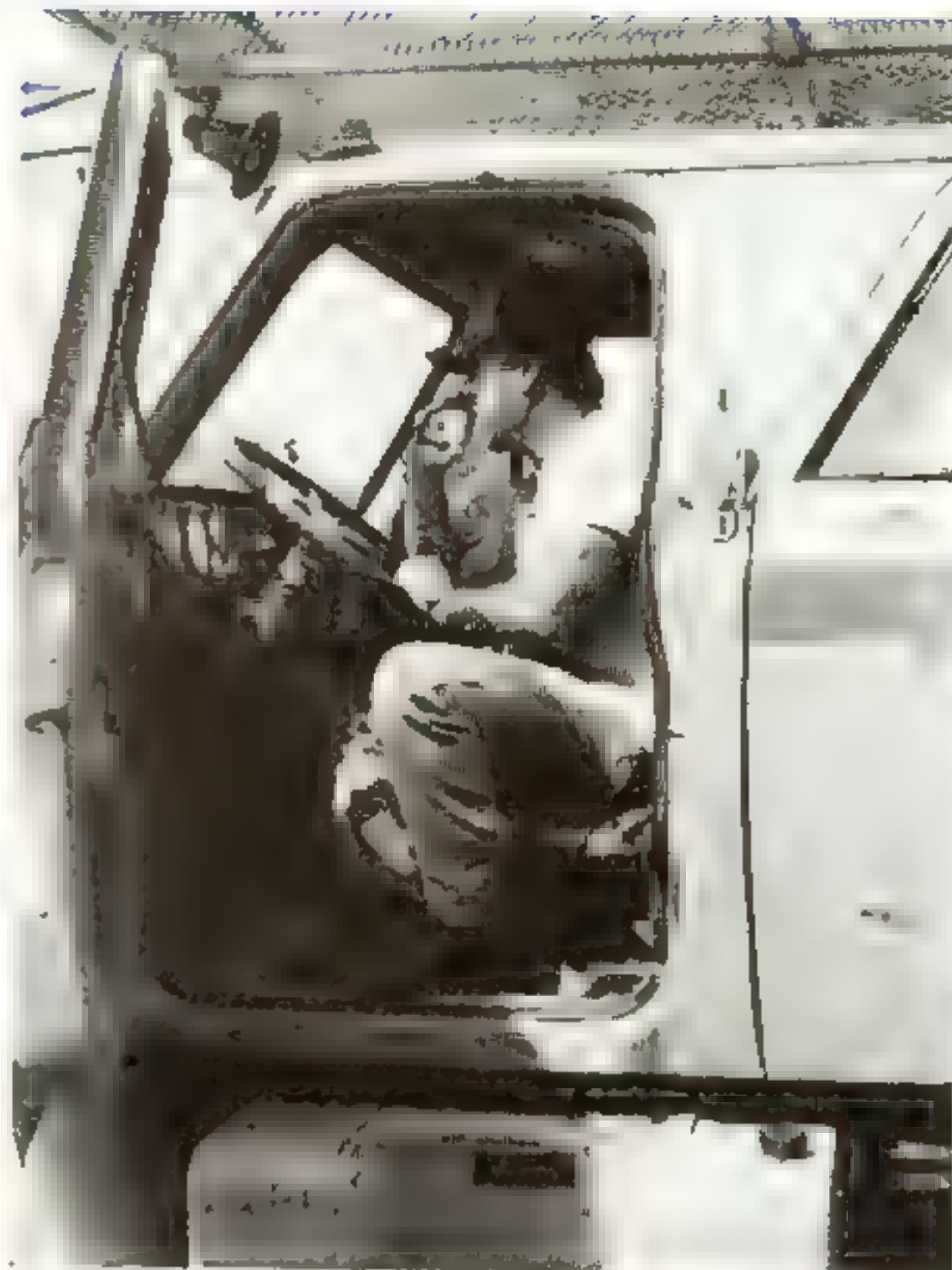
Top center, Jocelyn Kaufman, customer contact clerk, helps a customer with his bill.

Top right, Art Pulliam, lineman-1st class, installs a new cutout arm in a Nederland residential subdivision.

Above, Joseph Moore, relayman-1st class, tests relays inside a truck.

Bottom right, Louis Louviere, lineman-1st class, cleans up the yard.





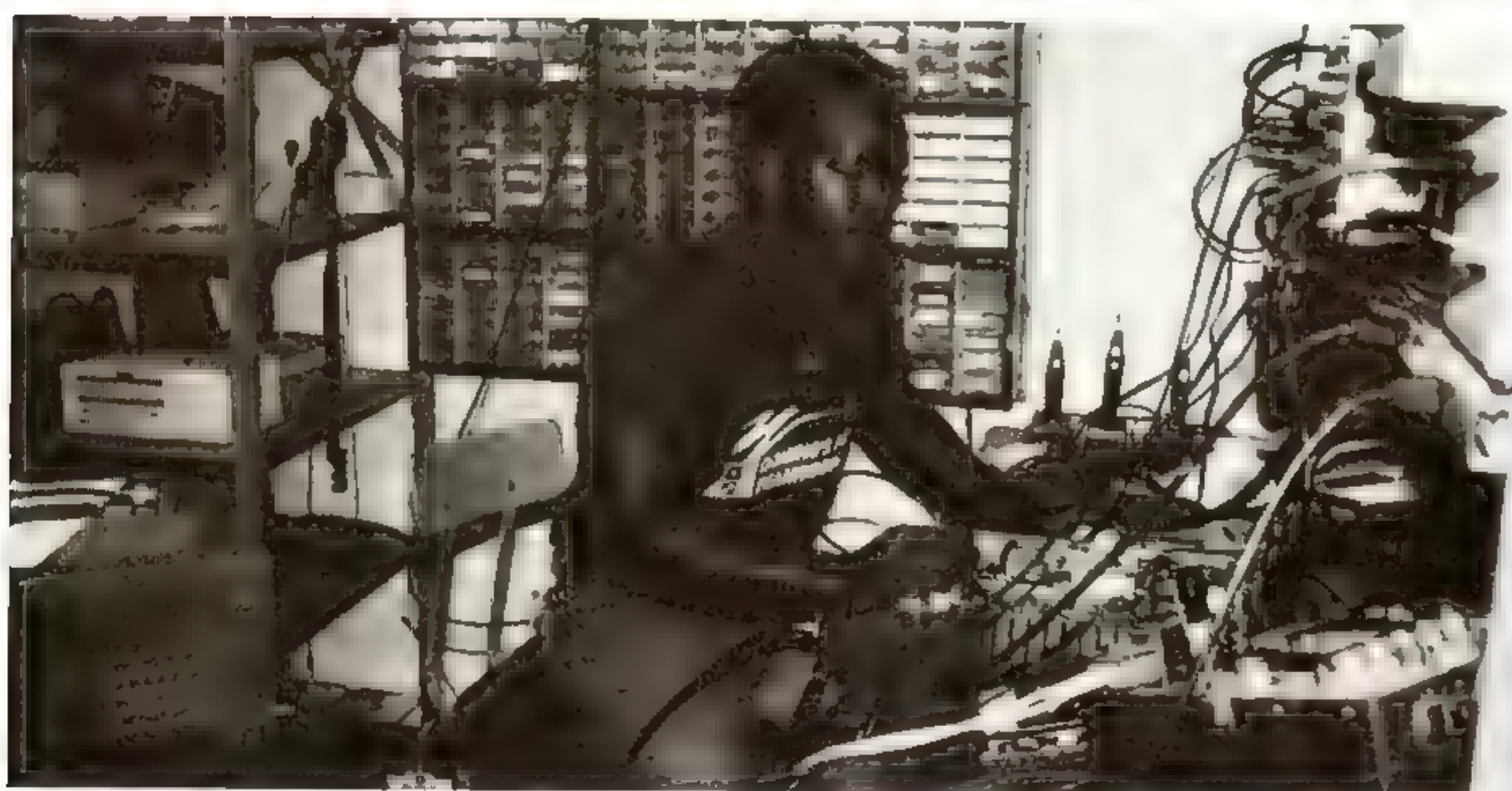
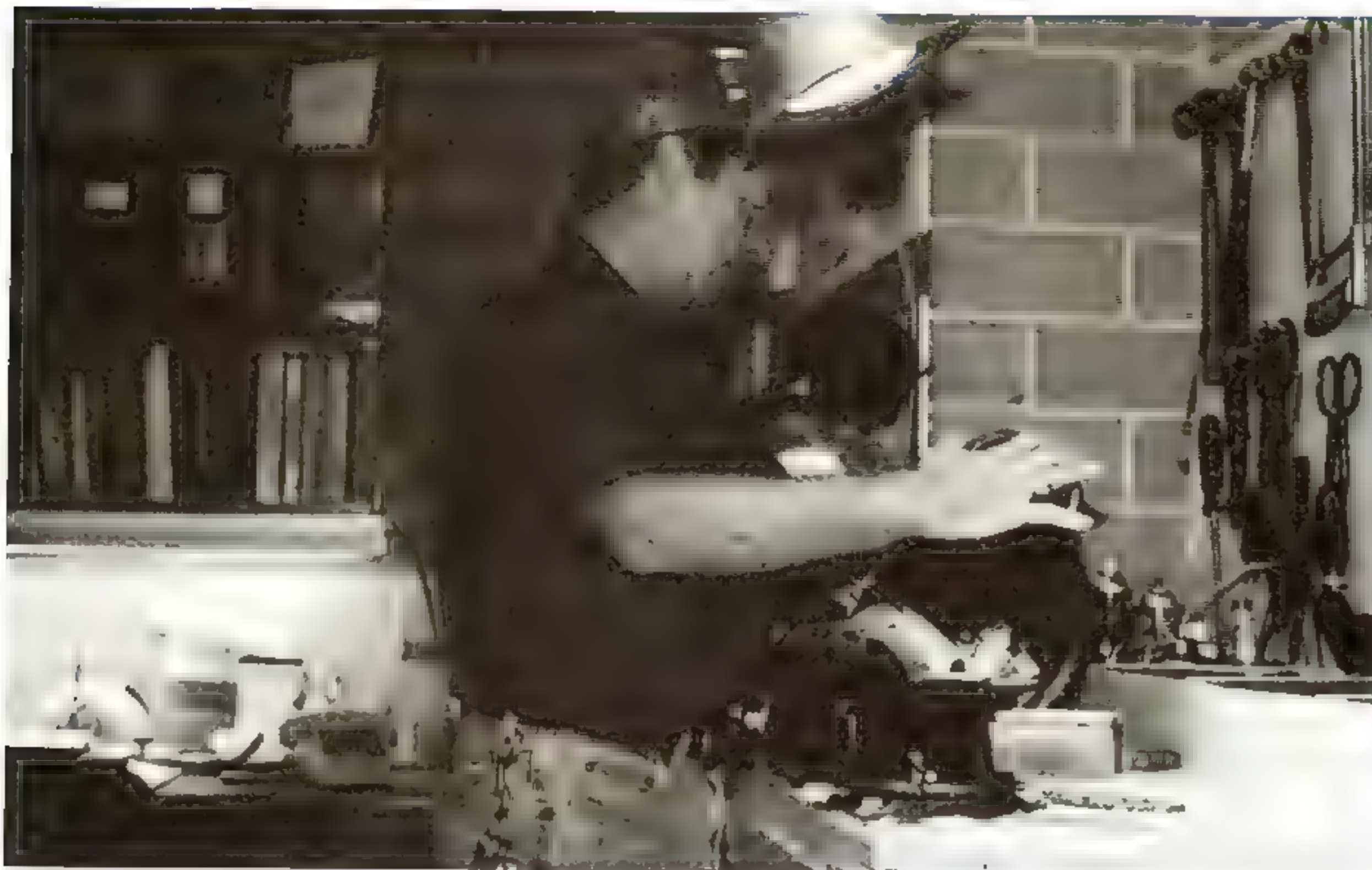
Top left, Brenda Broussard, consumer service representative-senior, talks to parents about electrical safety for KinderVenture at Central Mall in Port Arthur.

Top right, Mike LaFleur, utility foreman-line, issues a switching order.

Center left, Rudi "Tookie" Schamber, customer contact clerk, removes customer account records off the printer.

Above, Bobby Clark, meter reader, checks a meter in Port Neches.

Bottom left, Louis Louvier (L), lineman-1st class, and Allen English (R), substation mechanic-1st class, discuss pending substation work.



Top left, Donnell "Don" Ramsey, utility man, repairs a chain saw.

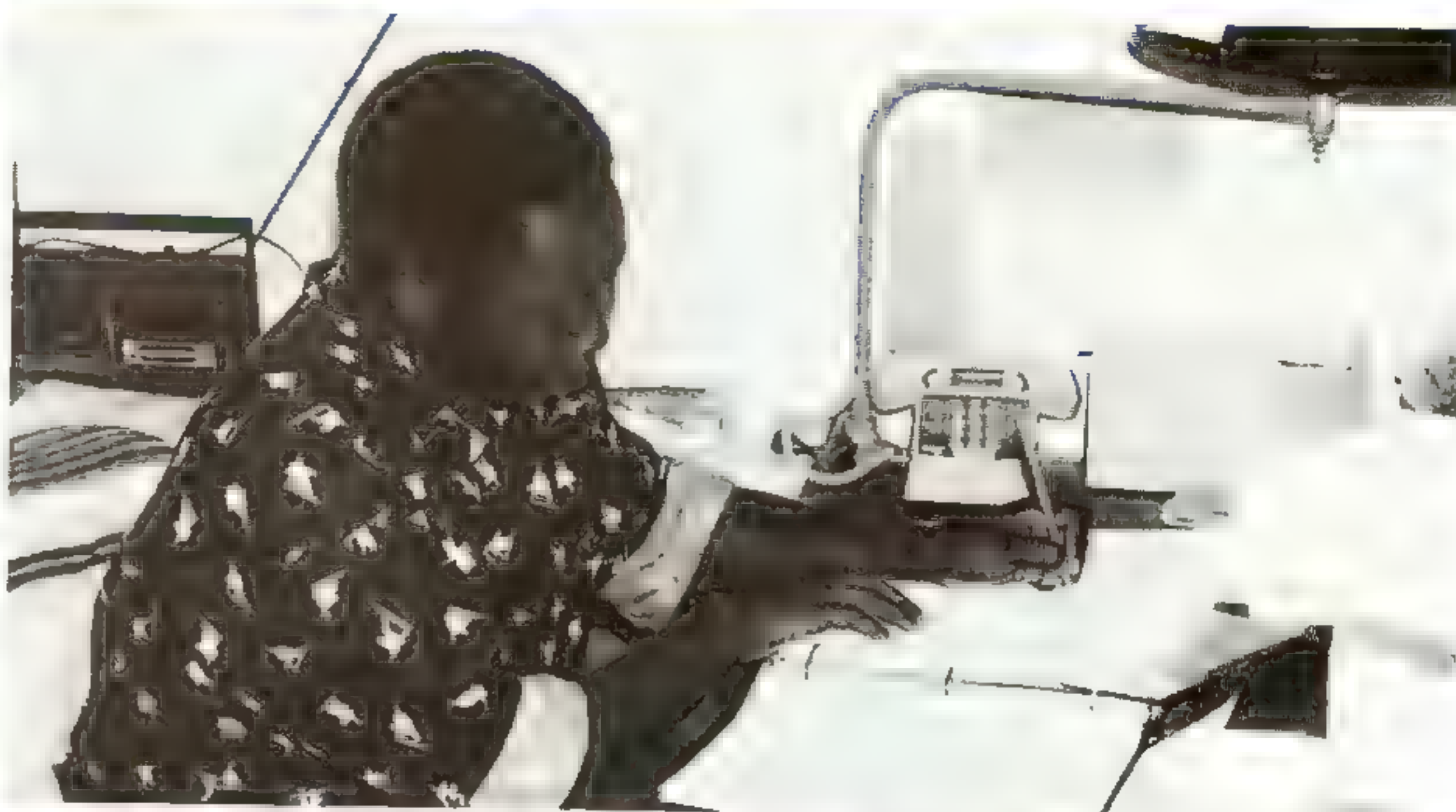
Top right, Rhonda Louviere, customer contact clerk, posts the mail for the day.

Above, Edward Jones, communications serviceman-1st class, repairs a two-way radio.

Bottom left, Mark Marceaux, garage mechanic-1st class, completes an MRS sheet.

Bottom right, "It's a bird, it's a plane, it's ...," Mike Samuels, lineman-1st class, coordinating efforts from the ground.





Top left, Mike "Gomer" Frederick, serviceman-1st class, reworks an old service line.

Top right, Eva Eaglin, senior engineering assistant, writes up a job.

Center left, Arnold Jones, serviceman-1st class, makes a service "house call" in Port Arthur.

Above, Cyndee Williams, departmental clerk, enters timesheet data for the Line Department.

Bottom left, Dwight Anderson, building and grounds maintenance man, works on the main office air conditioner.



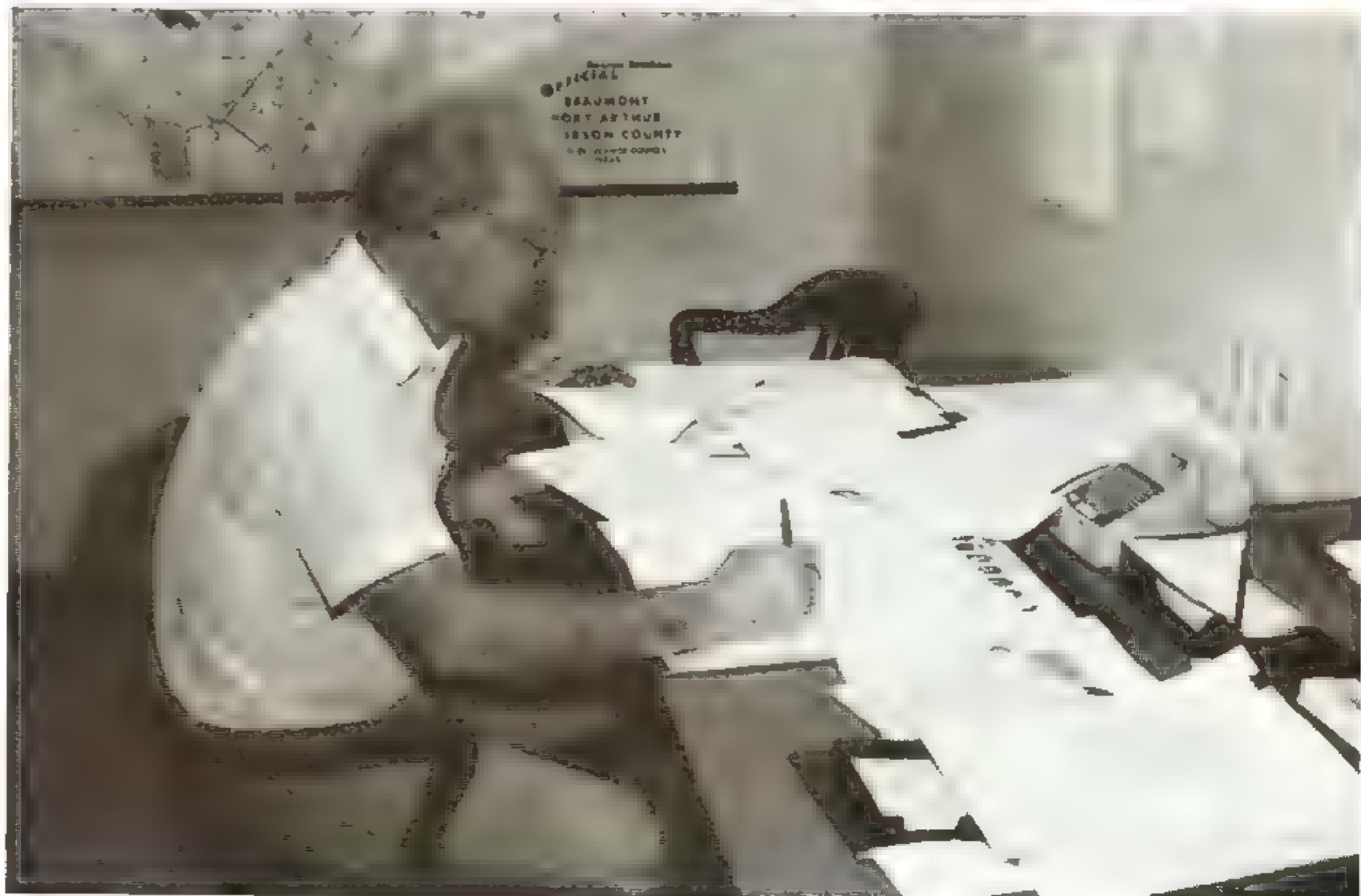
Top left, Jim Raleigh, T&D supervisor, works out the details for another T&D project.

Top right, Isaura "Sara" Hernandez, clerk, receives a bill payment from a customer.

Above, while watching over a crew off Highway 73 in Port Arthur, Mike LaFleur, utility foreman-line, waves "hello."

Center right, George Merwin, garage mechanic-1st class, repairs the differential on a company truck.

Bottom right, Jesse Bellair, general line supervisor, schedules Line Department work.





Top left, Charles Mosely, garage mechanic-1st class, adds freon to the air conditioner in a company vehicle.

Above, Mike "Gomer" Frederick, serviceman-1st class, makes connections for new service.

Center left, Horace "Lloyd" Craig, building technician, performs air conditioner repairs in Port Arthur.

Bottom left, Teresa George, PBX operator, greets another caller to GSU.

Bottom right, Beverly Louis, departmental clerk, takes inventory of incoming meters.





Top left, Diann Preston, part-time clerical, takes information from a customer.

Top right, Donnie Cole, merit roll craftsman, assists a crew with linework.

Center left, Dwight Anderson, building and grounds maintenance man, keeps the yard in good shape.

Above, Camille Bobbitt, departmental clerk, enters MRS data on the terminal.

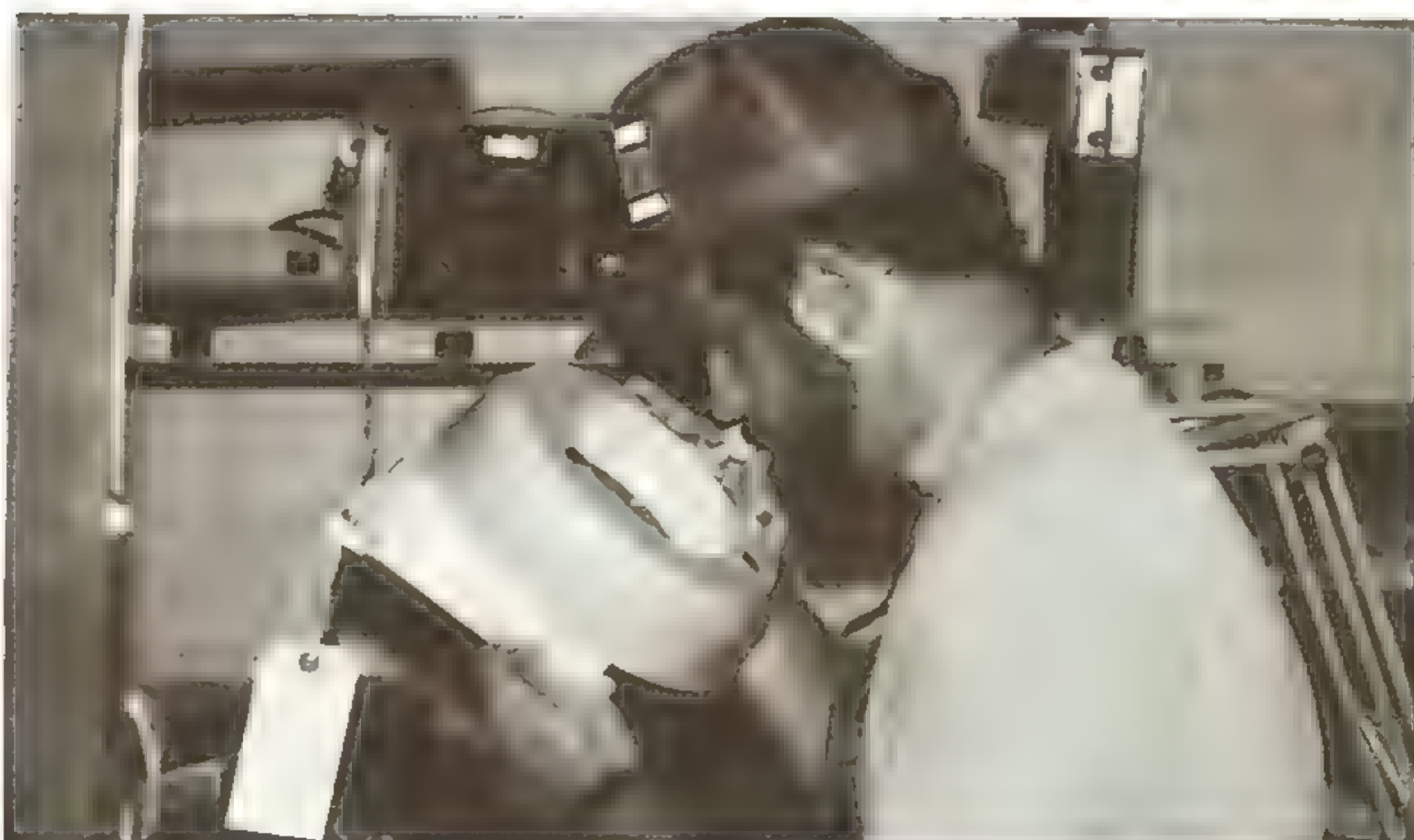
Bottom left, Wayne Dunham and Phil LaLonde, both division substation operators, check line and feeder information in the dispatchers' room.



Above, Allen English, substation mechanic-1st class, puts oil in a PT.

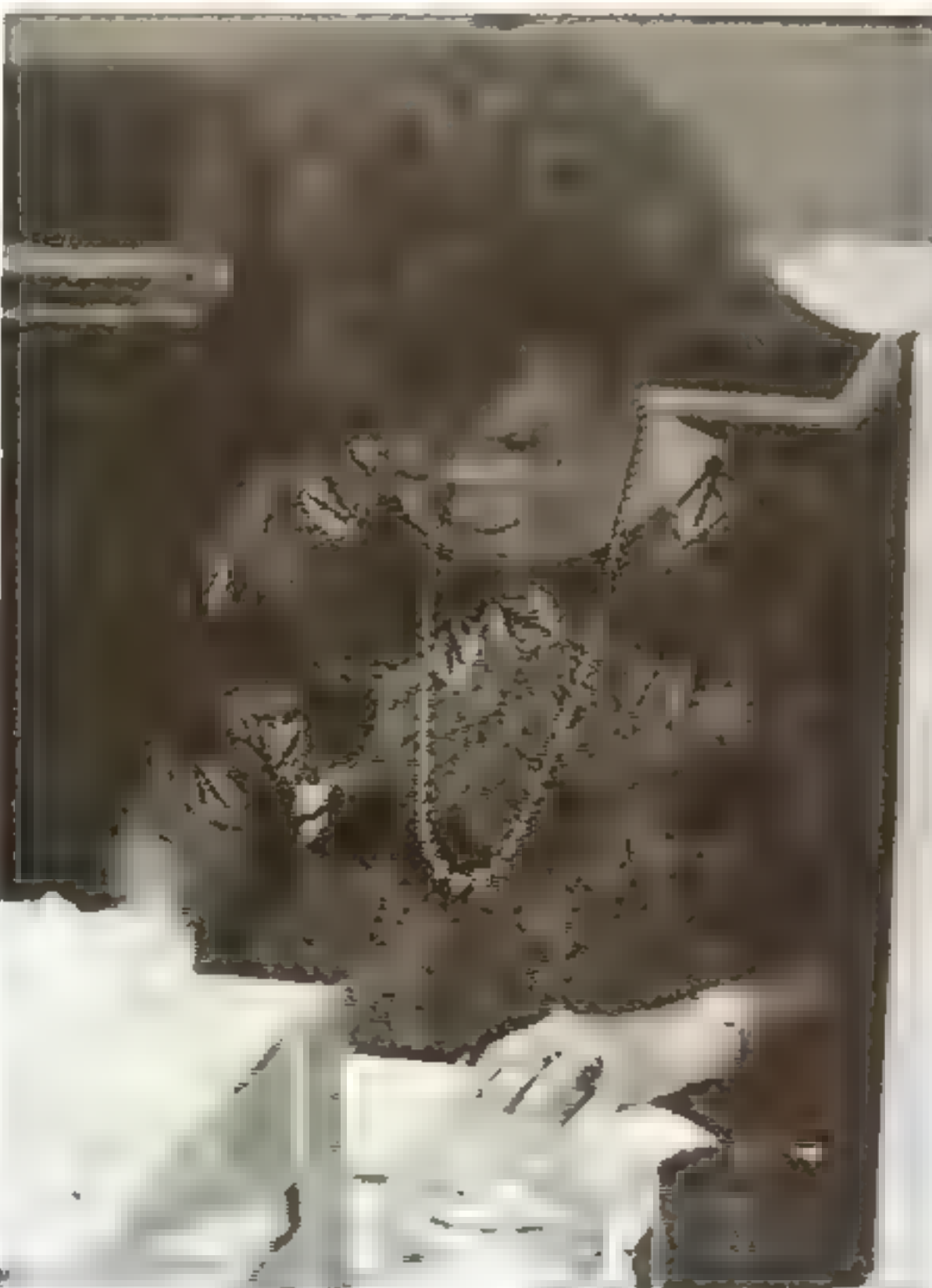


Top right, Steve Winckler, serviceman-1st class, strings new service for flood lights near Port Neches.

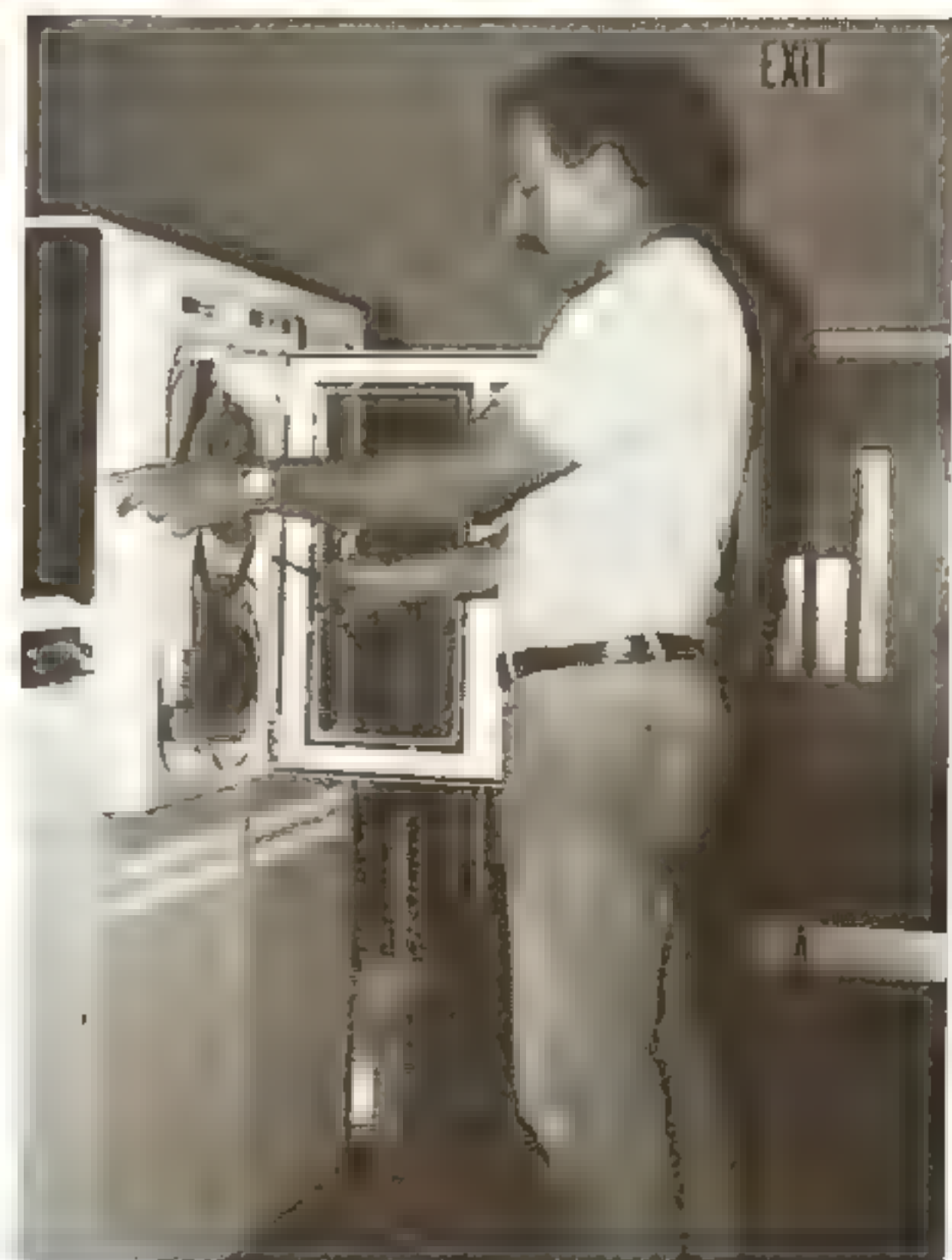


Center right, Randall Hebert, relayman-1st class, repairs a PC board.

Bottom left, Delores Douglas, senior clerk, reviews a customer's records.



Bottom right, Raymond Costilla, relayman-1st class, loads tape in the computer room.



WESTERN DIVISION

THE WOODLANDS by Sherry Overbeck



Top left, Doug Mertz (L), T&D helper, and Van Gary Living (R), lineman-2nd class, prepare a pole to be used in a primary line.

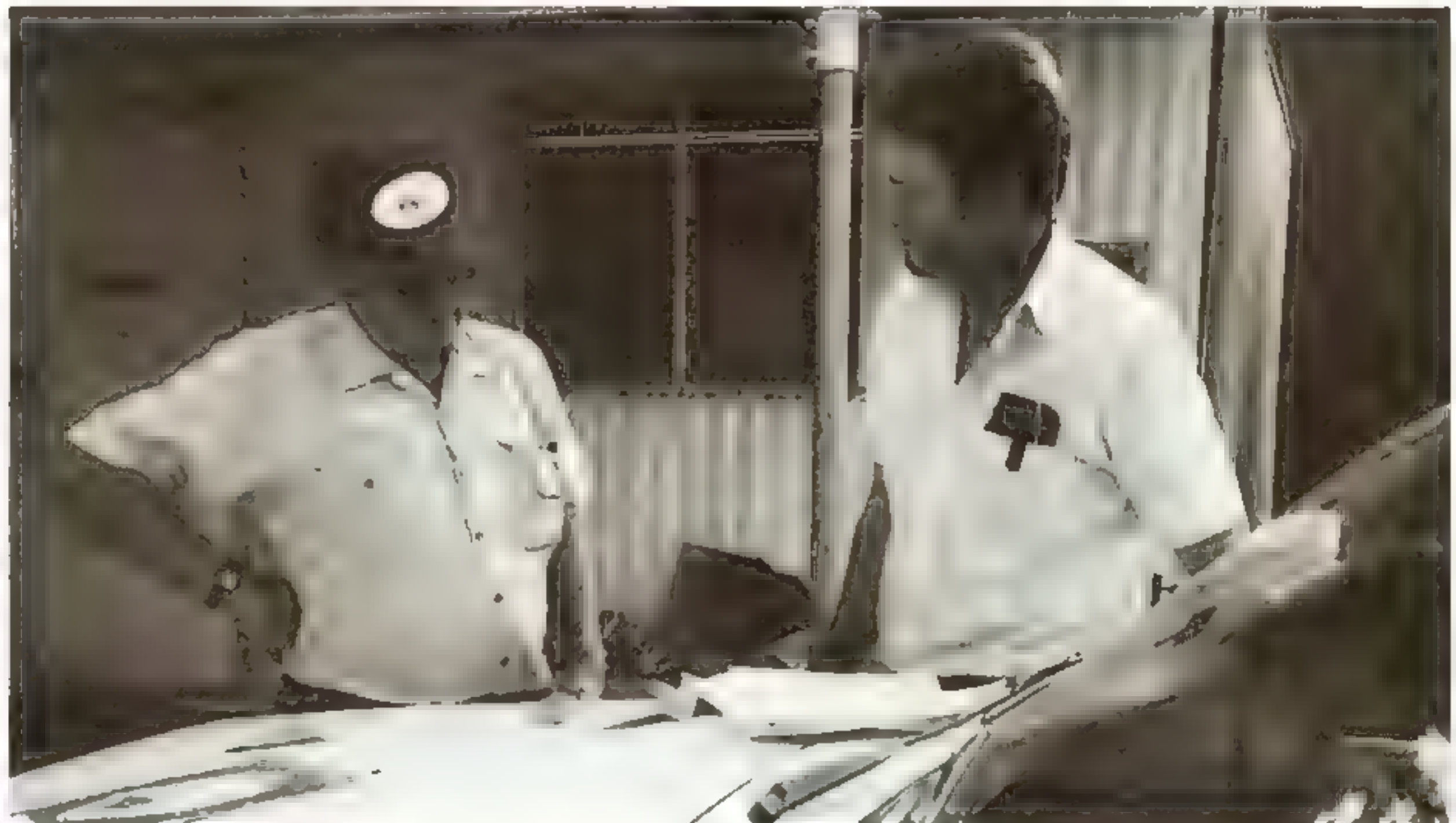
Top right, David Phillips, utility foreman-line, requests a switching order from the dispatcher.

Above, Jody Overbeck (L), lineman-1st class, locates underground electric lines while Jeff Richards (R), T&D helper, assists.

Center right, Jan Koenig, customer contact clerk, consults with Jerry McHam, district superintendent.

Bottom right, John Bruington, storekeeper, moves materials at the Goshin Substation yard.





Top left, Camille Weaver, local office clerk, calls a customer about a returned check.

Top right, Derrick Brown, T&D helper, sets cones around a truck in view of approaching traffic.

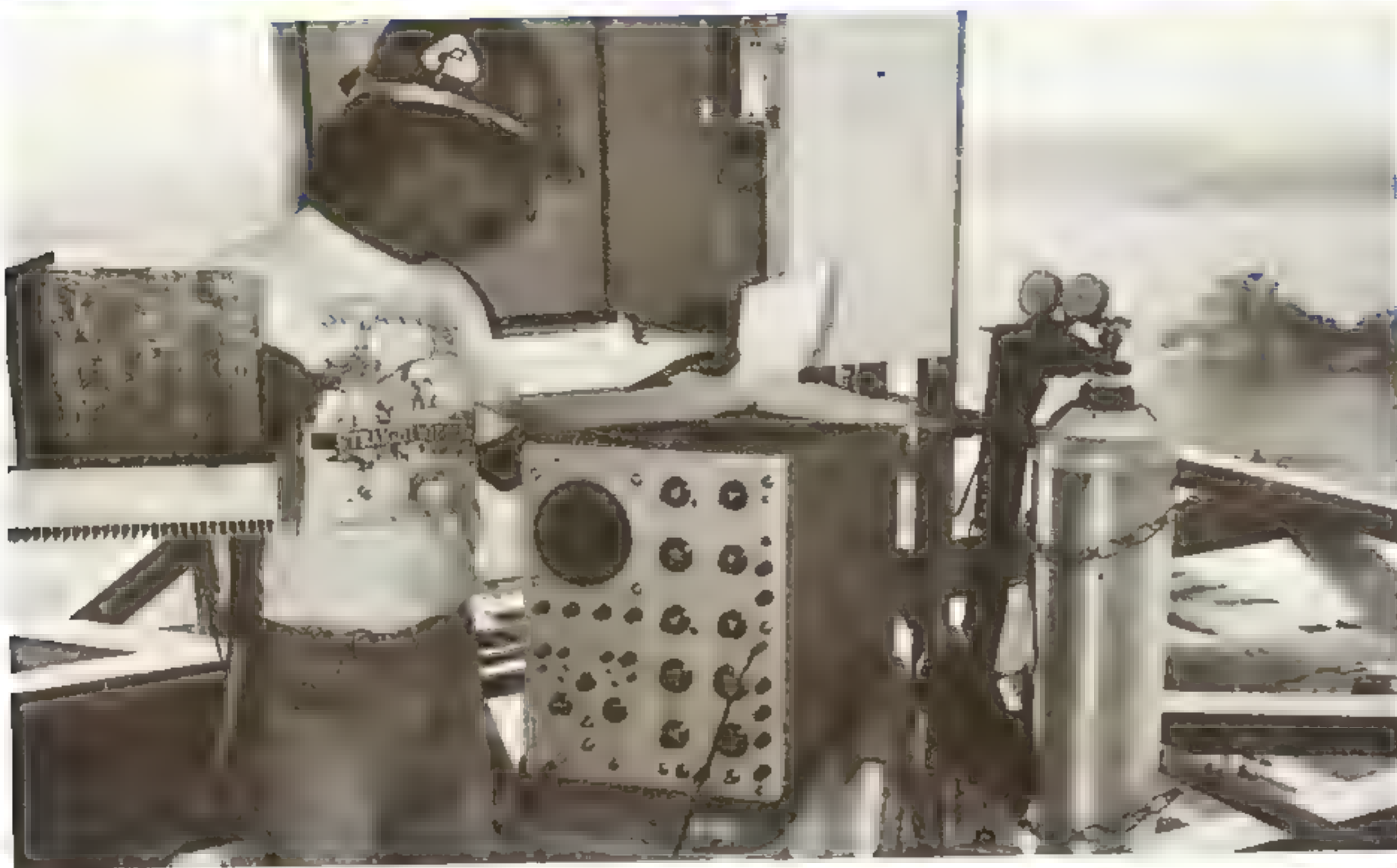
Center left, Sam Hill, serviceman-1st class, sets a recording volt meter to chart voltage fluctuations at a customer's home.

Above, John Bruington (L), storekeeper, and Kenneth Enloe (R), district supervisor, go over needed supplies.

Bottom left, Steve Boyd, collector, reviews the collection list for the day.

Bottom right, Walter Lee (R), lineman-1st class, removes an elbow in an underground transformer to isolate a conductor as Derrick Brown (L), T&D helper, observes.

LEWIS CREEK by D. W. Rutherford



Top Left, Juan Villarreal, test technician-1st class, works on a potable softner.

Above, Billy Duggar, electrician-1st class, stretches behind the BTG board as he works on electrical strips.

Center left, Keith Barnes, test technician-1st class, runs a water analysis test in the laboratory.

Bottom left, John Dix, master repairman, repairs the lathe machine.

Bottom right, Stewart Johnson, utility worker II, smiles as he cleans a band saw.

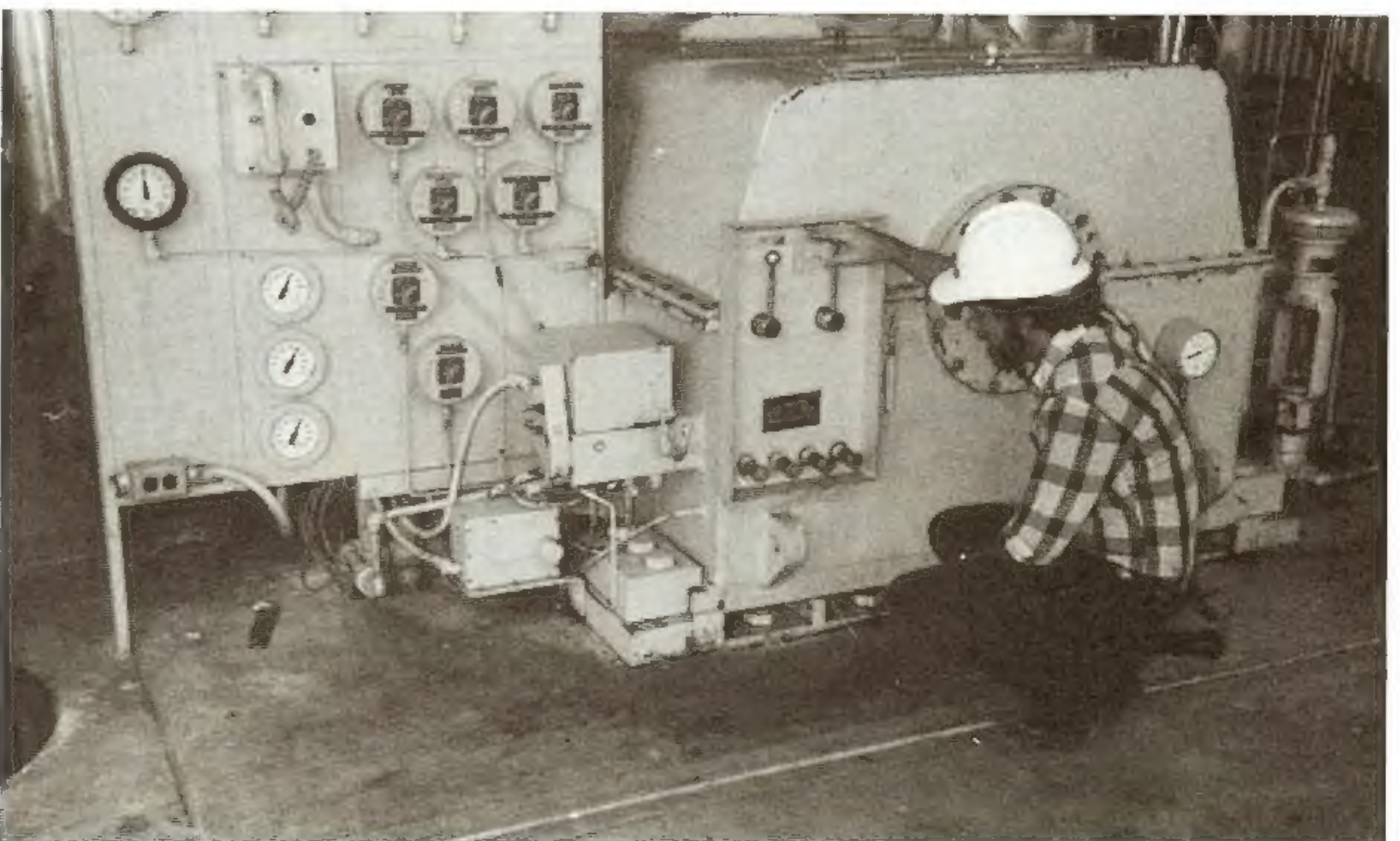


Above, Pete Rucker, merit roll craftsman, operates a drill press.

Top right, Mike McGowan, repairman-1st class, performs maintenance work on a cherry picker.

Center right, Mike Dalton, repairman-1st class, prepares to use the grease gun.

Bottom right, equipment operator Bubba Hessong checks for alarms at the turbine pedestal.



CLEVELAND by Clint Lilley



Top left, (L to R) Davis Moulder, utility foreman-line; Doug Wellborn, utility man; and Otis Boles, utility foreman-line, discuss the progress of Hurricane Gilbert.

Top right, Tony Scott, lineman-1st class, prepares for the day's work.

Center left, Bobby Edwards, T&D helper, works the controls for the boom on the back of a truck.

Center right, Stephanie Annette Coleman, Distributive Education student, does some afternoon filing.

Bottom, Gary Lemere, lineman-2nd class, carefully loads a regulator.



MAILBOX

Quite impressive

Todd Rogers of The Young Men's Christian Association of Greater Beaumont writes to thank **Jill Street**, museum curator, Beaumont, for a recent tour of the Edison Museum for the YMCA Day Camp. "The museum is quite impressive and GSU should be proud to have you and the museum as you are both assets to the company and to Beaumont."



Shivaun Davis

A real winner

P. B. Snyder of Lamar University writes to express "sincere thanks for your exciting workshop presentation" to **Shivaun Davis**, nuclear communications coordinator, Baton Rouge. "Your half-day workshop on teaching basic concepts of nuclear energy was a real winner! The ideas and materials you provided were a major highlight of the institute course."

Shivaun participated in the Energy Institute at Lamar University.

Willing and anxious

"It is always pleasing and even sometimes surprising when you find someone not only willing, but anxious to help," writes Mike Cross, Louisiana state senator, about **Nancy Foley**, secretary-executive, Baton Rouge. "Nancy Foley is ... one of those who is not only willing and anxious to help, but also gets things done. Nancy was a tremendous help ... to get our Campaign office opened timely ... please extend to Nancy my sincere appreciation."



Nancy Foley

Hi-notes from HIMONT

"You and GSU operations personnel are to be commended on making significant strides toward reducing the number of power 'blips' at HIMONT's Lake Charles, La. plant," writes H. E. Beasley, plant manager, to **Ted Meinscher**, Lake Charles Division vice president. "As a result, our plant operation is considerably smoother and line operability has been improved ... It is to GSU's credit that you listened to our complaints, understood our concern, and responded in a positive fashion."

A better place

Mr. and Mrs. A. E. Shanks write **J. D. McHam**, superintendent, The Woodlands District, to express appreciation to **Ivy Bell**, serviceman-1st class, The Woodlands District, for his help in restoring power to their home.

"We are writing this to commend you for having such a wonderful young man in your organization. He did everything he could and



Ivy Bell

solved our problems. We are two senior citizens who have not had anyone as nice as Mr. Bell help us by doing much beyond the call of duty ... We appreciate it so much and want him to know he makes the world a better place."

Goode report

"Thought you'd like to know that a few GSU folks did a super job for me a month or so ago," writes customer **Charles Goode**.

"... it didn't take me long to figure out the brief storm which had come through earlier in the week had knocked out power ... Within a half hour a fellow named Smith was outside checking on the problem. He couldn't have been nicer ... and went right to work in the wind and the mosquitos ... Everything was repaired, the lights came on ... We're the only house on that block. In spite of that I think we got royal treatment from the crew at GSU, and I do appreciate it."

The "fearless weather Smith" was **Thomas Smith**, serviceman-1st class, Crystal Beach.

PLAIN TALKS

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Address Correction Requested

*With
Sincere
Thanks*

My Dear Friend Sue,

I have had your name in my little address book for a long time. You came to see me one time and you helped me. That is the memory I have of you. I thought I had lost you.

I had a disconnect notice from Gulf States and I panicked. One lady said they would turn it off — also a fee would be necessary. I called (paid half of it or thereabouts), then I talked to Mr. Patrick and he was so nice, so then I could sleep better at night.

I mentioned that there was once a program called Heap out of Austin (I think). It once helped with utilities. I think that is when I met you. Mr. Patrick told me I could call you, but instead I thought it best to drop you a line.

Everyone needs a friend like you and Mr. Patrick. Each day is made more beautiful when touched with kindness. Only God can make good people like you and Mr. Patrick. Thanks in advance.

*With my prayers and love,
Lucille Willett*

Customer Lucille Willett sent this letter to Sue Kendall, customer affairs coordinator, and Patrick McCarty, clerk, both of Beaumont.

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